Thermal Printer User's Manual

Model 2746

User's Manual No. 980295-001 Rev. A

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2746 Thermal Printer

CE

European Council Directive		Compliance to Standards	
89/336/EEC	EMC Directive	EN55022-A, CISPR 22	RF Emissions control
92/31/EE	EMC Directive	EN50082-1 IEC801	Immunity to Electromagnetic Distrubances
73/23/EEC	Low Voltage Directive	EN60950 IEC950	Product Safety
	EMC Directive	EN61000-3-2	Harmonic Emmissions
	EMC Directive	EN61000-3-3	Voltage Variation

FCC - DECLARATION OF CONFORMITY:

FC

Model: 2746 conforms to the following specification:

FCC Part 15, Subpart B, Section 15.107(a) and Section 15.109(a) Class B digital device

Supplemental Information:
This device complies with Part 15 of the FCC Rules. Operation is subject to the following Two Conditions: (1) This device may not cause harmful interference , and (2) this device must accept any interference received, including interference that may cause undesired operation.

INDUSTRY CANADA NOTICE:

This device complies with Industry Canada ICS-003 class B requirements.

Cet equipement est conforme a l'ICS-003 classe B de la norm Industrielle Canadian

Table of Contents

Installation & Operation 1
- Unpacking Your Printer 1
- Getting To Know Your Printer 2
- Controls & Indicators 4
- Installation 5
- Media Loading 7
- Using AutoSense 16
- Label Dispense Mode 17
- Media Rewinding 22
- Loading Transfer Ribbon 26

Troubleshooting A-1
- Where to Start A-1
- Other Support Resources A-4
- Serial Interface Communication Configuration A-5
- Serial Interface Cable Wiring A-5
- Parallel Interface Cable Wiring A-6
- Printer Configuration Settings A-7
- Media A-8
- Media Sensing A-8
- Sensor Positioning A-9
- Top Of Form Sensing A-9
- Gap and Index Hole Sensing Range A-10
- Cleaning Your Printer A-11
- Cleaning the Print Head A-12

Supplies and Accessories B-1

Using the Media Cutter C-1
- Cutter Specifications C-2

General Cautions and Warnings

This page describes general safety and maintenance warnings and cautions for the printer and are referenced throughout the manual.

Warning - Shock Hazard

The printer should never be operated in a location where it can get wet. Personal injury could result.

Warning - Static Discharge

The discharge of electrostatic energy that accumulates on the surface of the human body or other surfaces can damage or destroy the print head or electronic components used in this device. DO NOT TOUCH the print head or the electronic components under the print head assembly.

Caution - Printer Setup & Handling

1)When installing or modifying the printer setup or configuration, <u>ALWAYS TURN POWER OFF Before</u>:
- ***A) Connecting any cables.***
- ***B) Performing any cleaning or maintenance operations.***
- ***C) Moving the printer.***

2) Damage to the printer interface connector, accessories or door may result from placing the printer on it's front bezel or backside during unpacking or handling.

Media Warning

Always use high quality approved labels and tags. If adhesive backed labels are used that DO NOT lay flat on the backing liner, the exposed edges may stick to the label guides and rollers inside the printer, causing the label to peel off from the liner and jam the printer.

Media Reload Hint

If you should run out of labels while printing, DO NOT turn the power switch OFF (0) while reloading or data loss may occur. The printer will automatically resume printing when a new label or ribbon roll is loaded.

Print Quality Tip

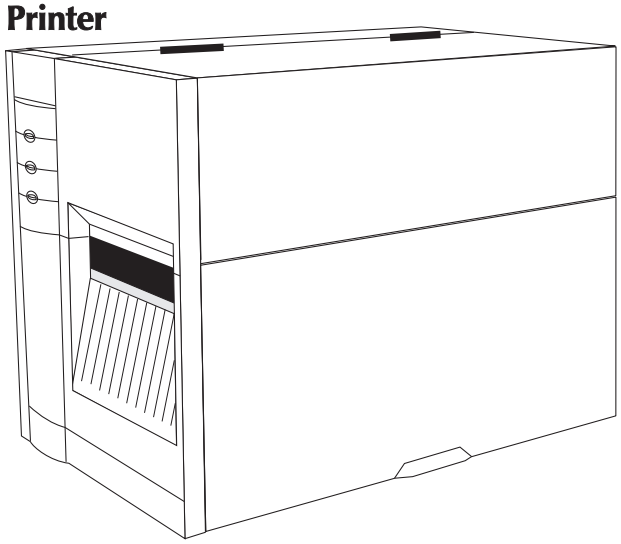
Print density (darkness) is affected by the heat energy (density setting) applied and by the print speed. Changing both Print Speed and Density may be required to achieve the desired results.

1
Installation & Operation

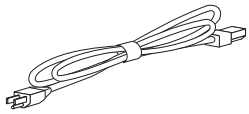
Unpacking Your Printer

Open the shipping carton and remove the printer and its accessories.

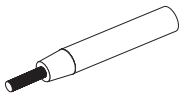
Printer



Power Cord

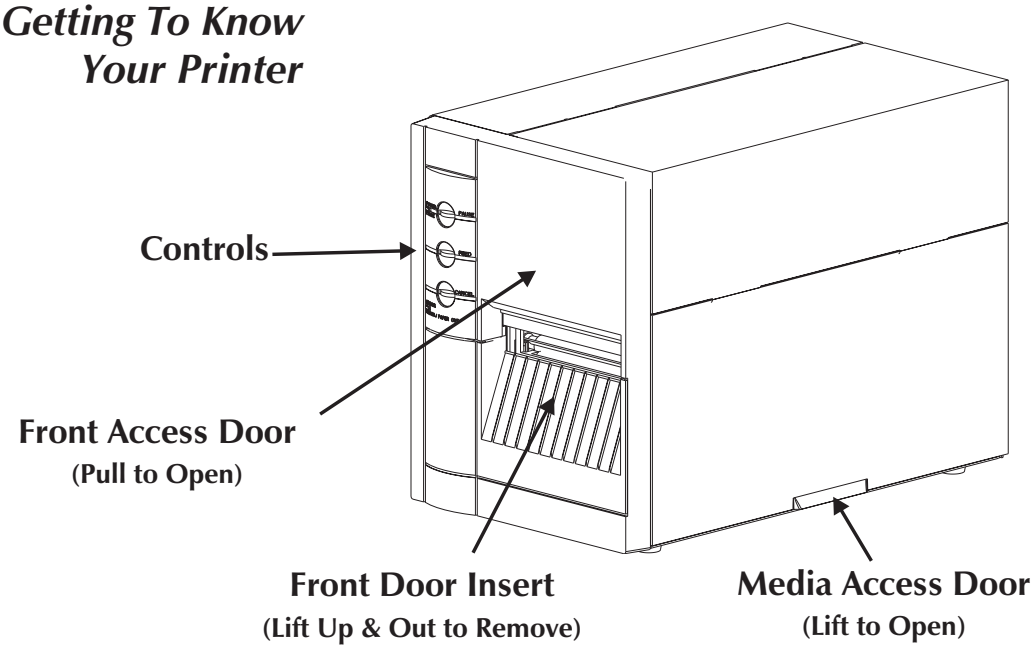


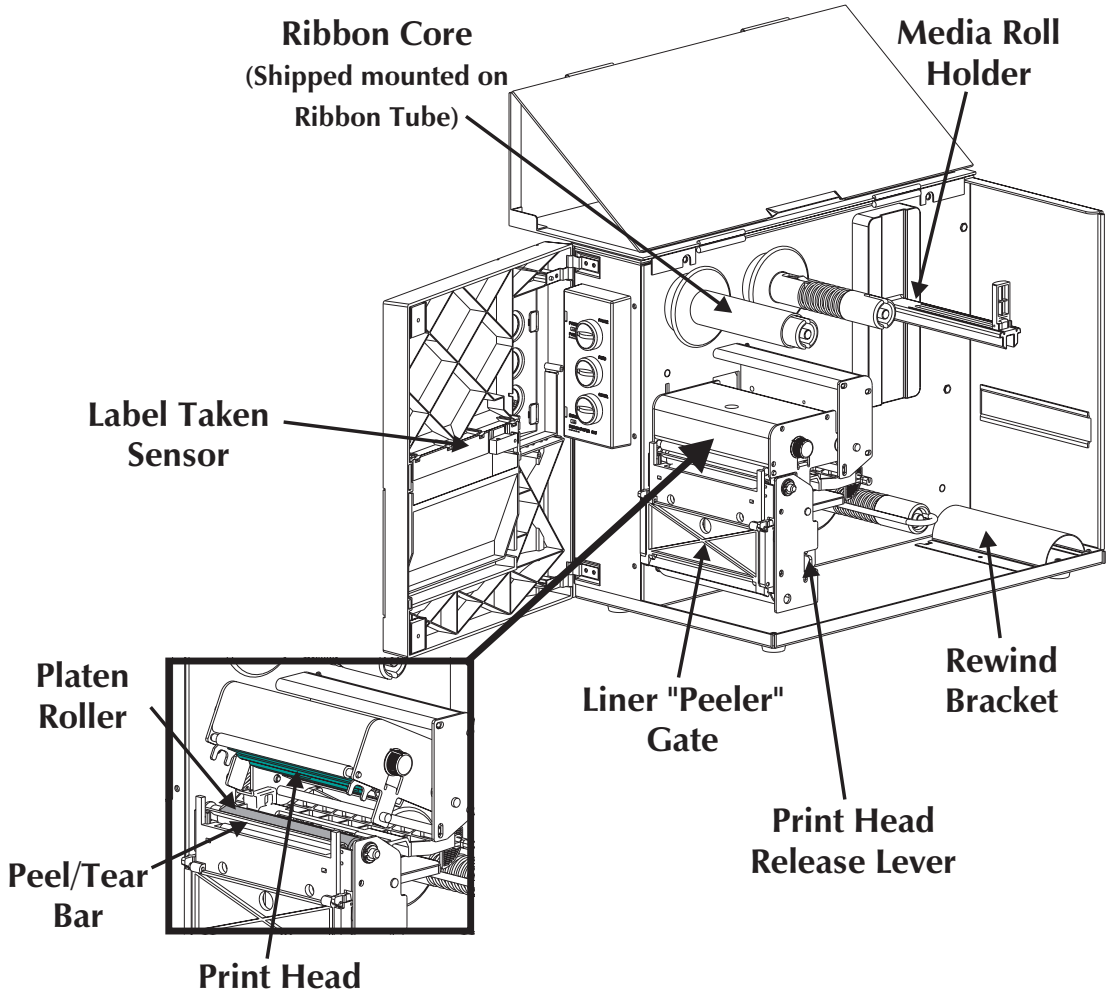
Cleaning Pen



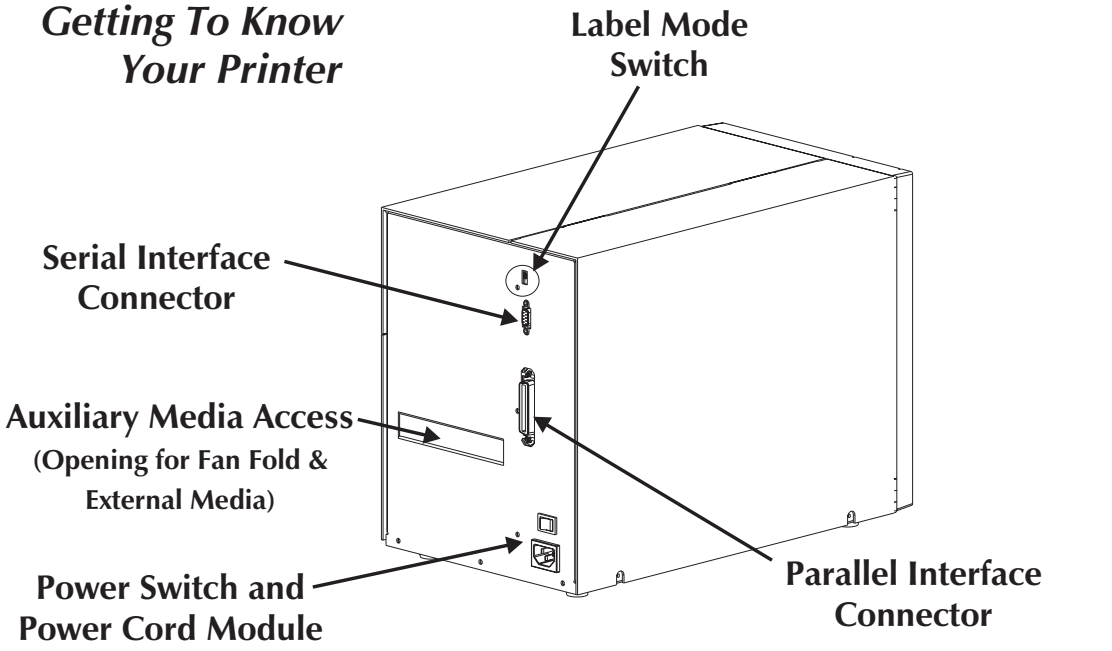
Software & Documentation

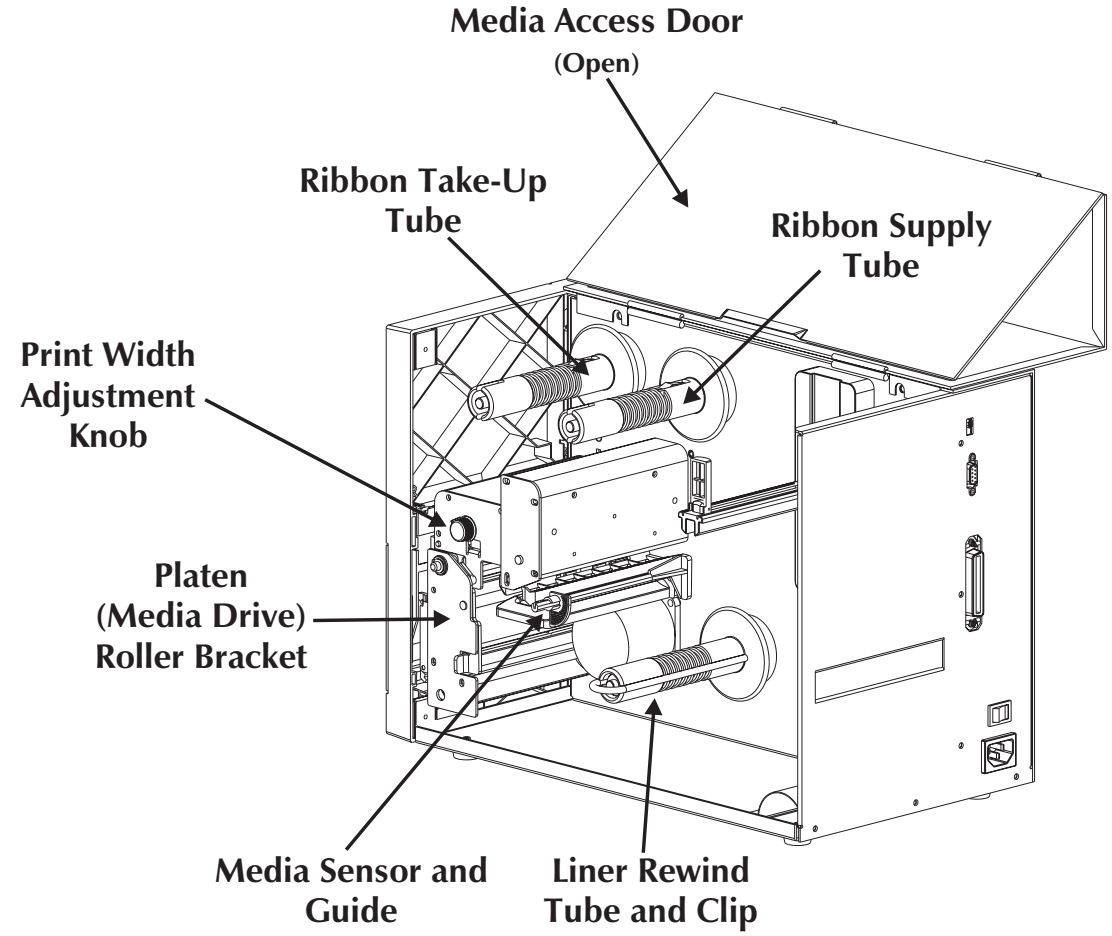
Getting To Know Your Printer



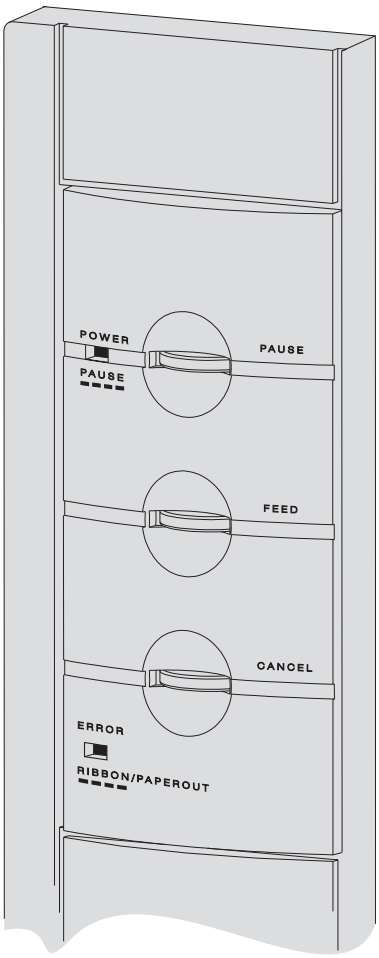


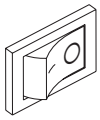
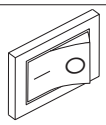
Getting To Know Your Printer





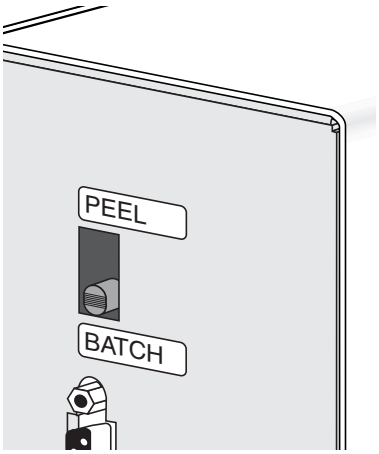
Controls & Indicators



Power Switch	
OFF	**0** = Off 
ON	**1** = On 

Button	Function
PAUSE	**Press Once** - Halt batch printing.
	Press Second Time - Resume batch printing operation.
FEED	**Press Once** - Feed one label or "form".
	Press & Hold - Feed a single label, stop, feed a single label, stop, and so on until the **FEED** button is released.
CANCEL	**Press Once** - resets and terminates any print operation in progress.

Indicator LEDs		Condition Report
POWER	**ERROR**	
On Solid	OFF	Power On
Flashing	OFF	1) Pause 2) Print head open
Flashing	Flashing	Labels Out
OFF	On Solid	Hardware Error

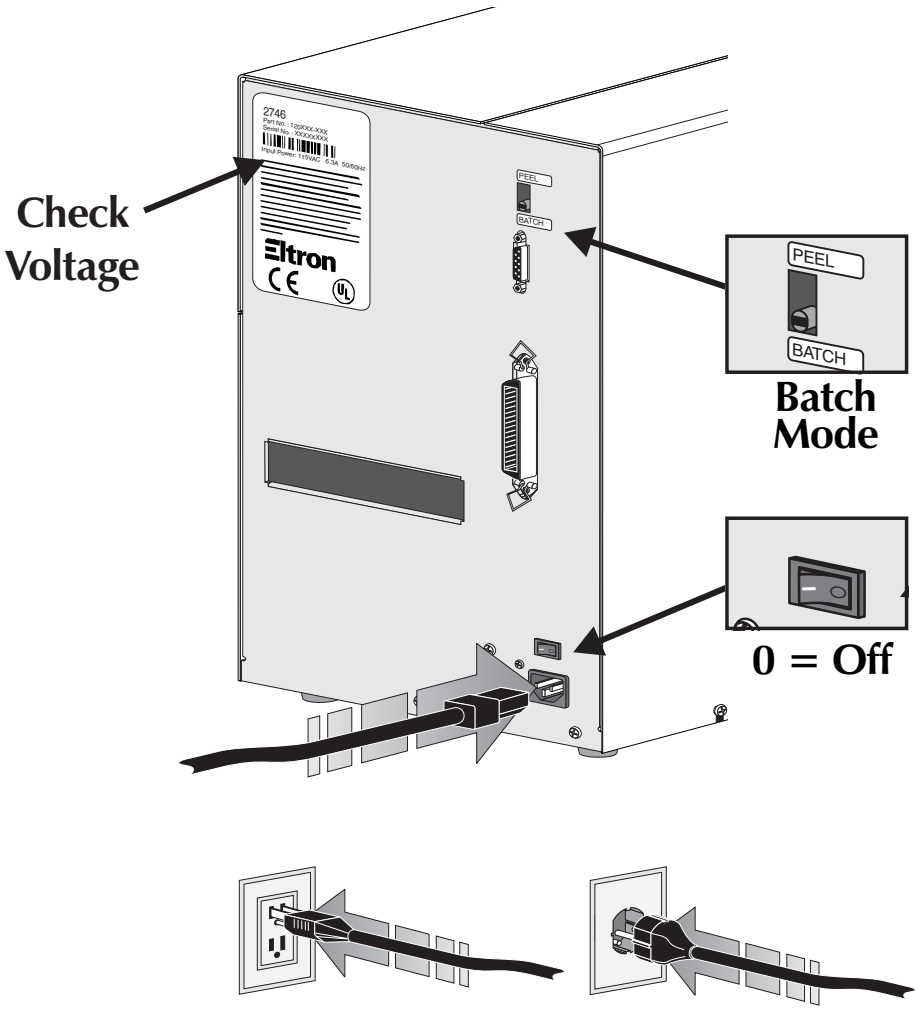


Label Mode Switch	
Mode	**Description**
Peel	Print one label and pause. Remove label. Prints next label. Repeats until print operation is completed. Use label liner rewinder to *peel* the liner from the label.
Batch	Standard operation - Prints one or more labels until the batch form (label) print operation is complete.

Installation

The following steps will guide you through the installation of the printer.

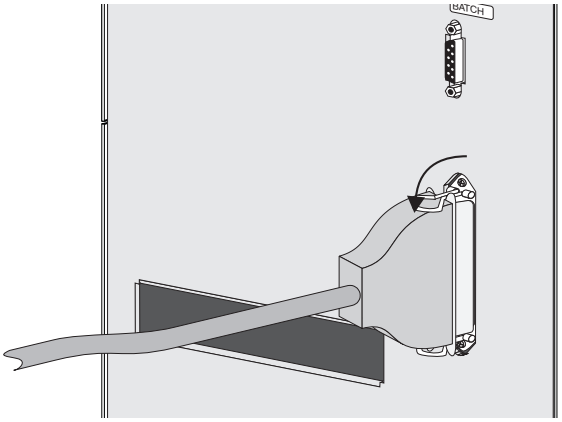
Step ❶
Attach Power



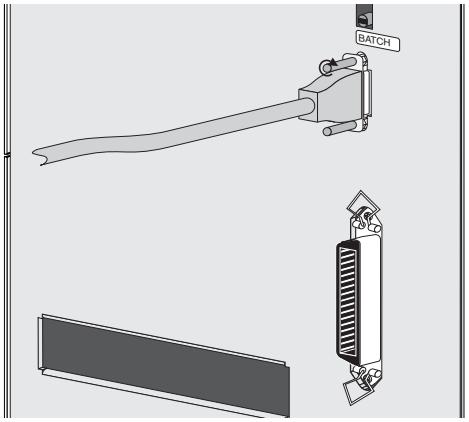
See Warnings - Page iv

Step ❷ Attach Interface Cable

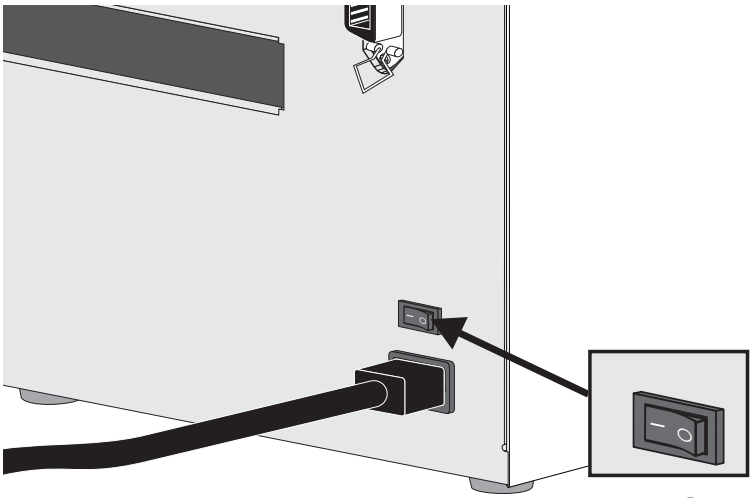
Parallel Interface



Serial Interface



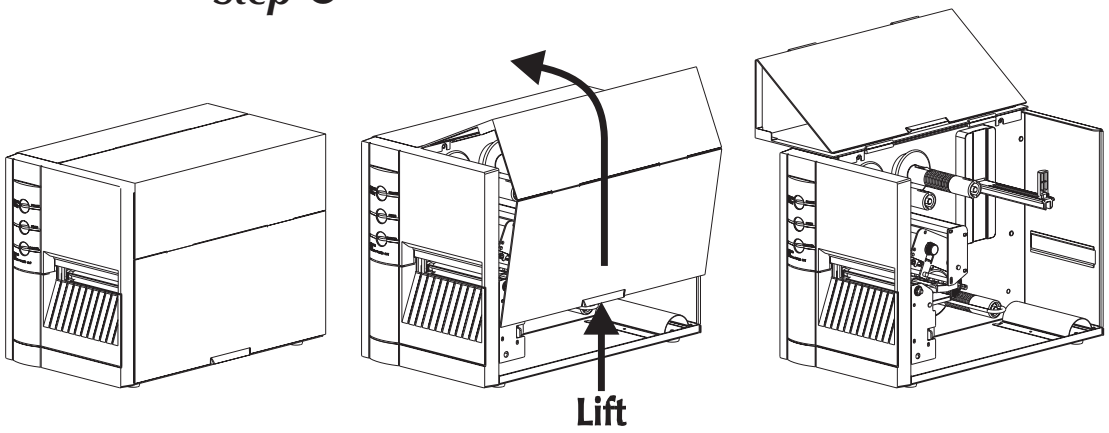
Step ❸ Apply Power



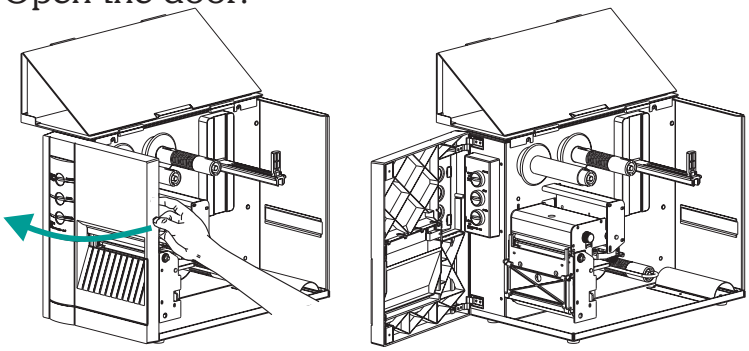
I = On

Media Loading

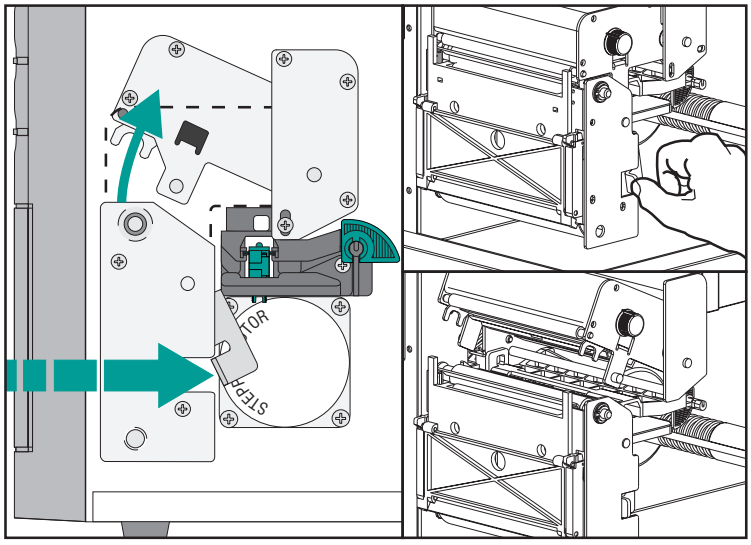
Step ❶ Open the media access door.



Step ❷ Open the door.



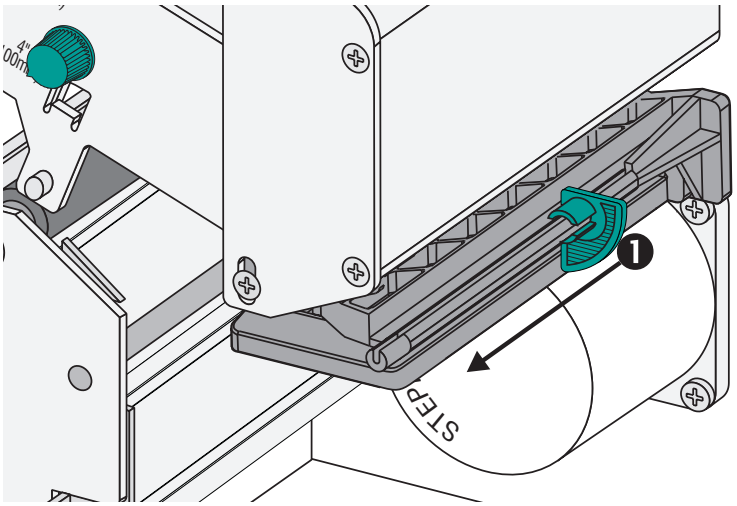
Step ❸ Open the print head.



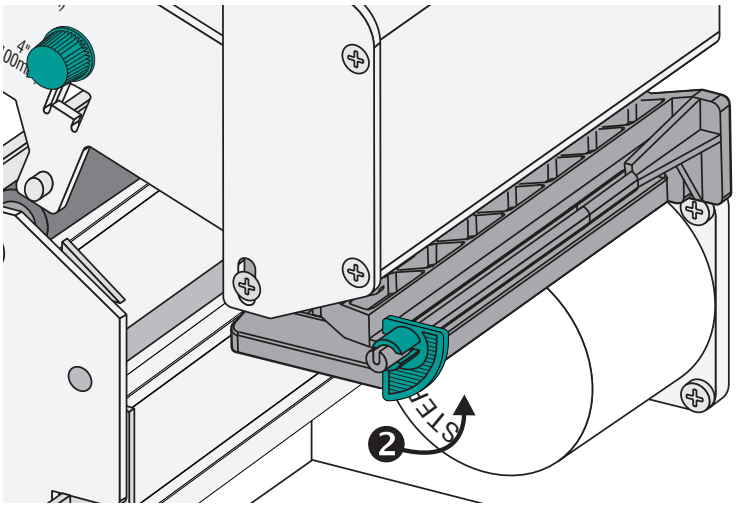
Media Loading Step ❹

Open the media guide.

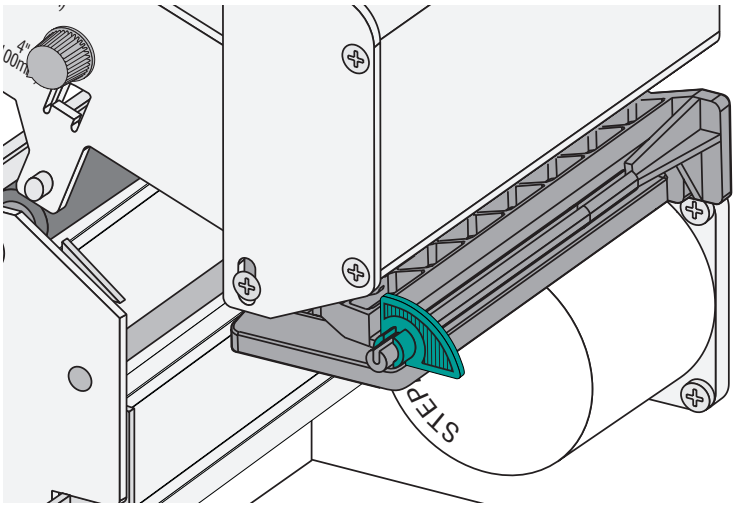
Slide Media Guide to Outside Stop (1)



Rotate Media Guide to Open (2)

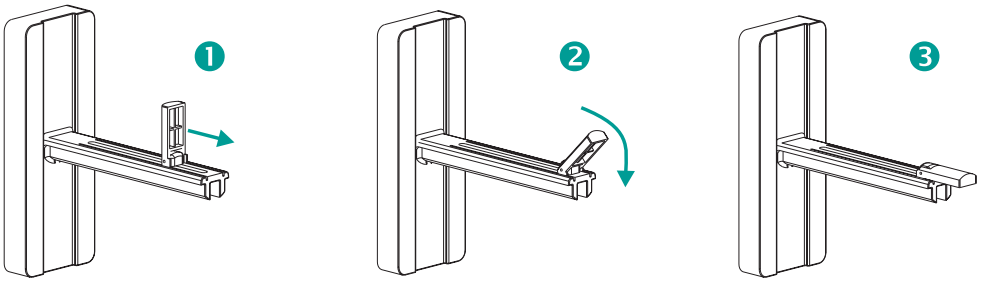


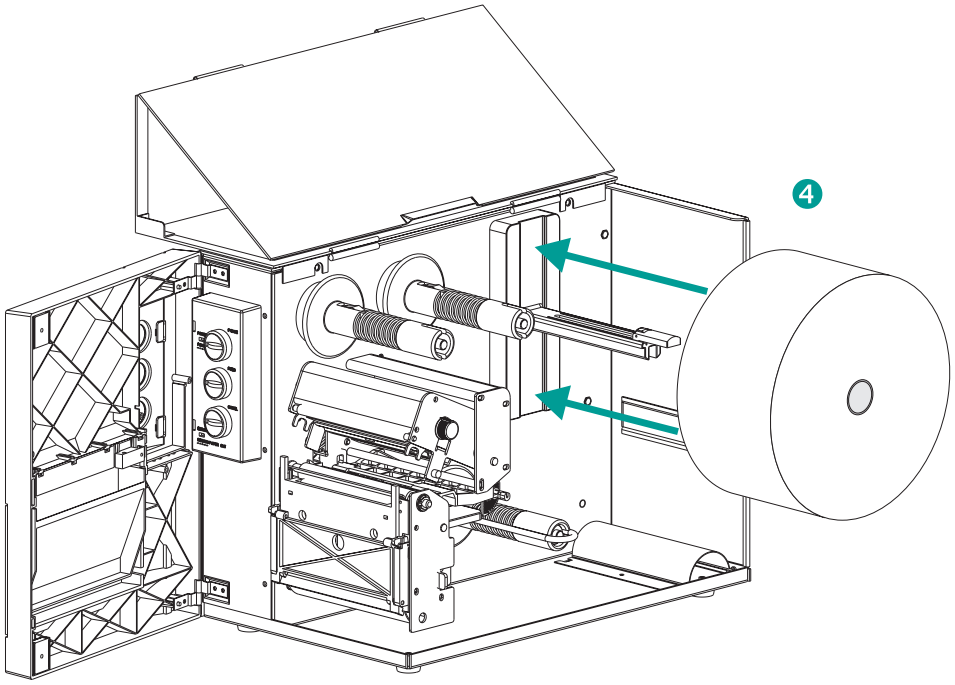
Media Guide Opened

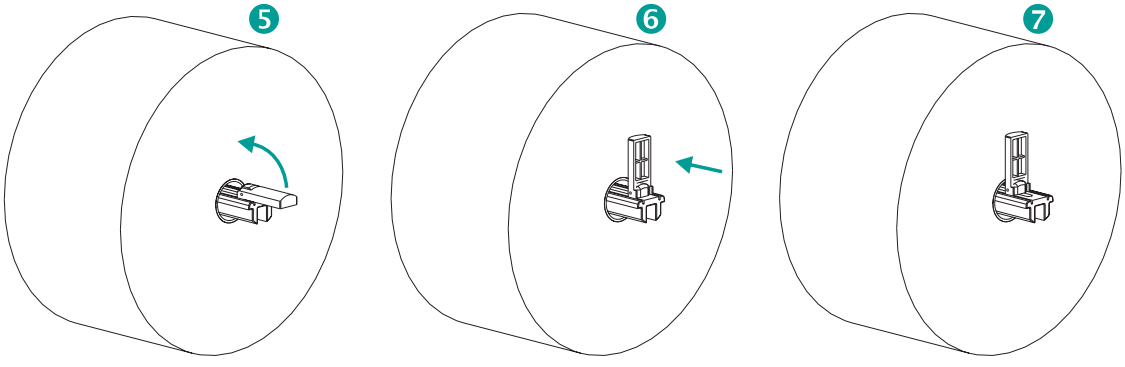


Media Loading Step ❺

Load the media roll.



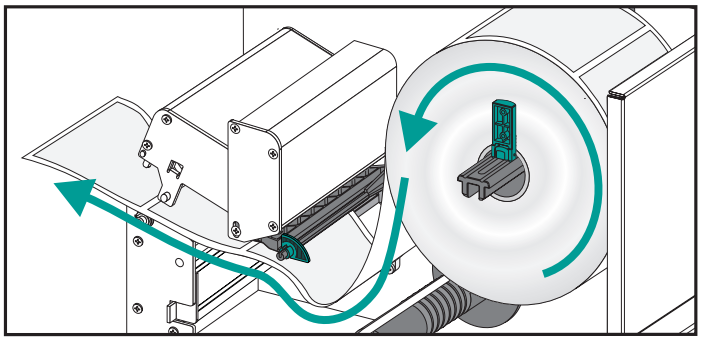




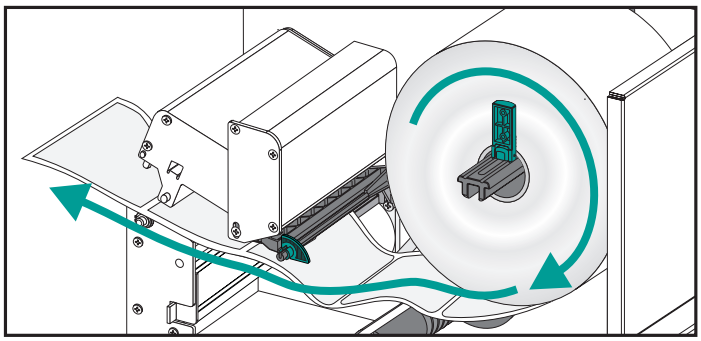
Media Loading Step ❻

Thread the media through the media sensor and guide assembly and under the print head.

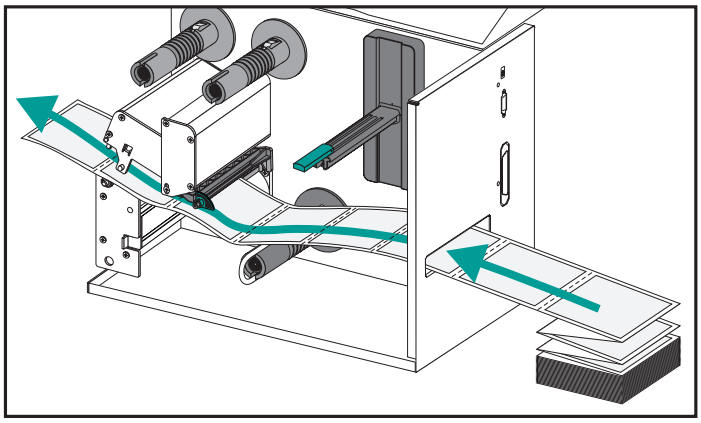
Outside Wound



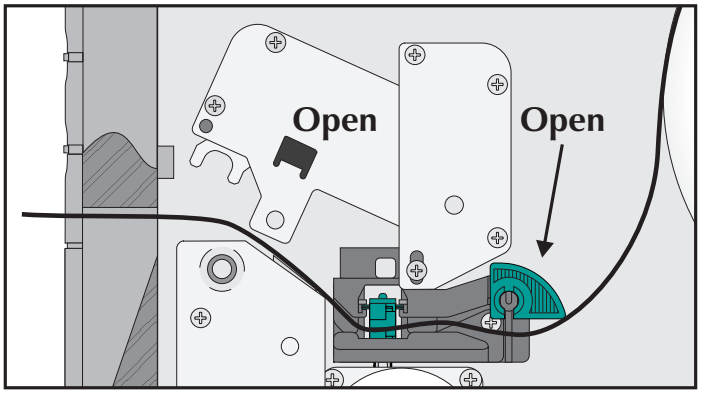
Inside Wound



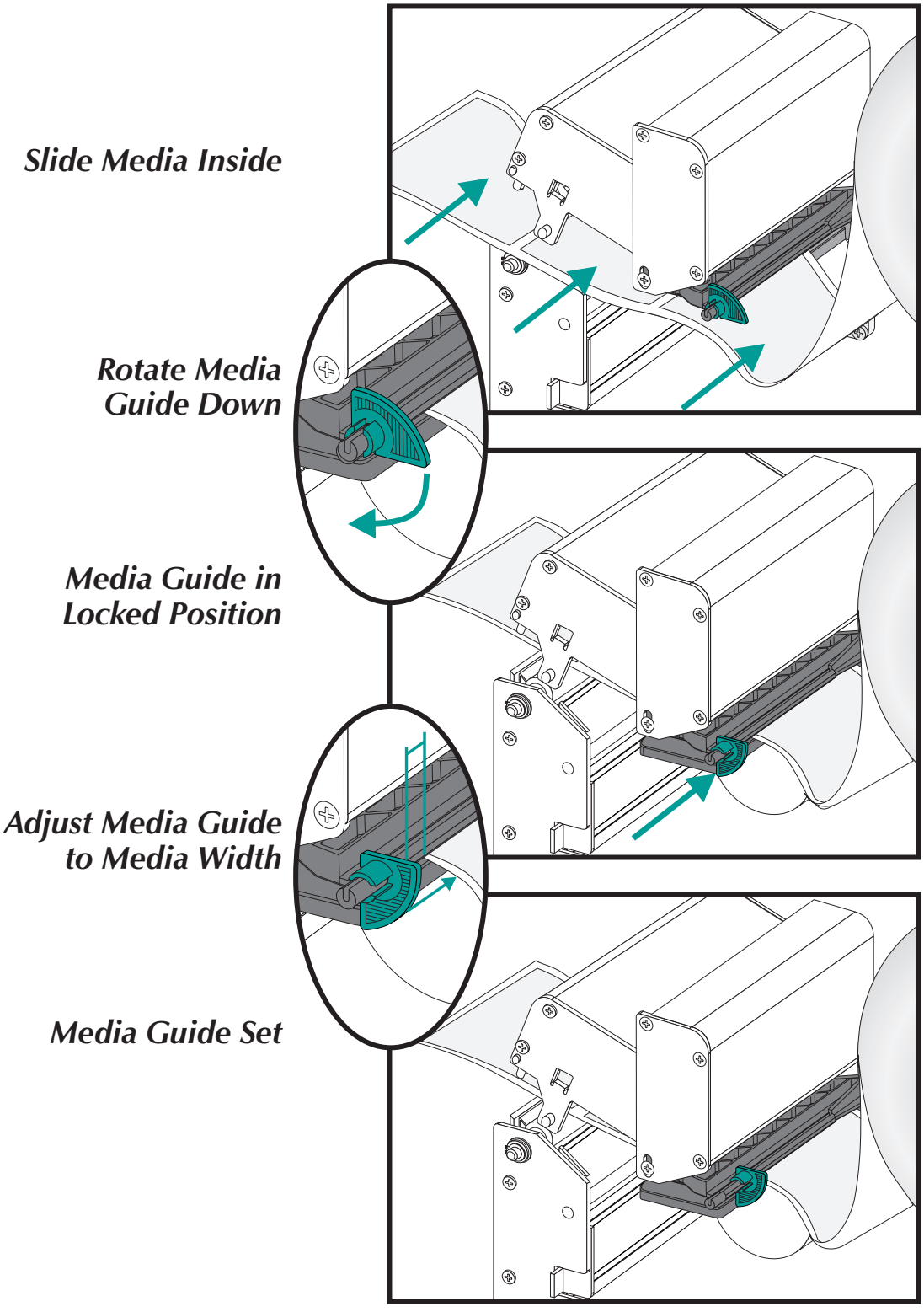
Fan Fold



Media Path (Side View)

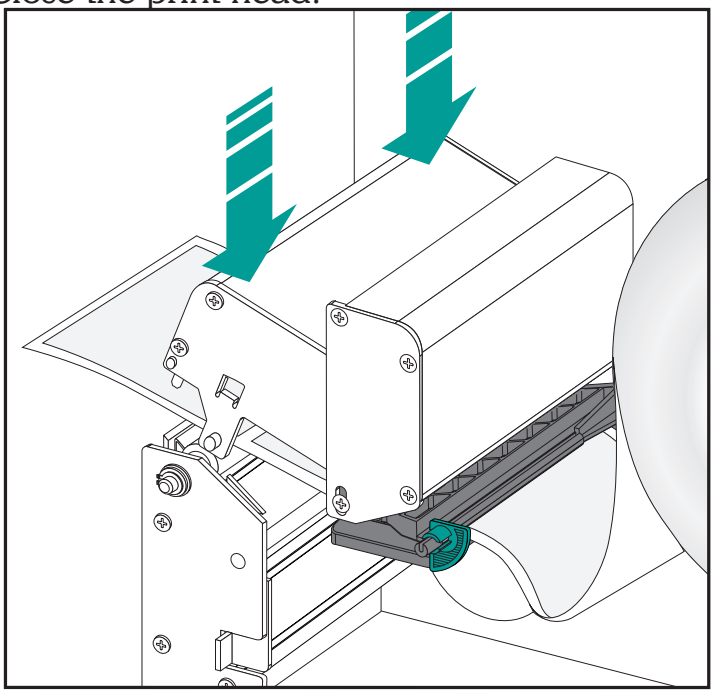


Media Loading Step ❼ Slide the media to the inside of the printer. Place the media guide against the media.

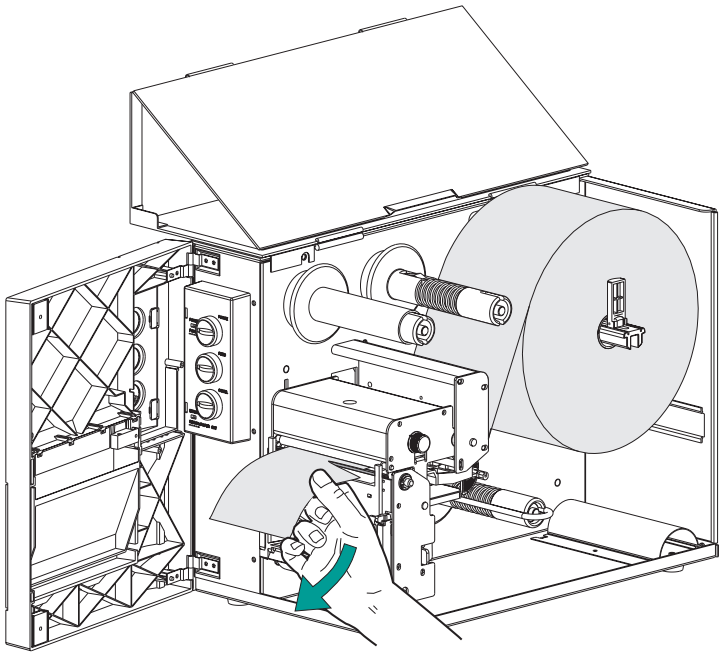


Media Loading

Step ❽ Close the print head.



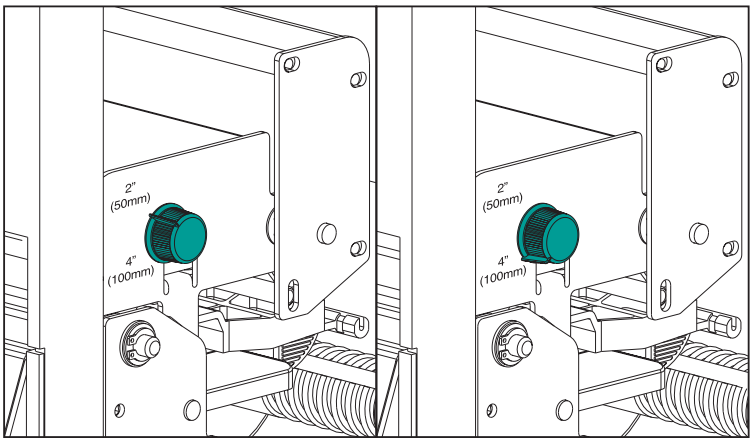
Step ❾ Remove excess media.



Media Loading

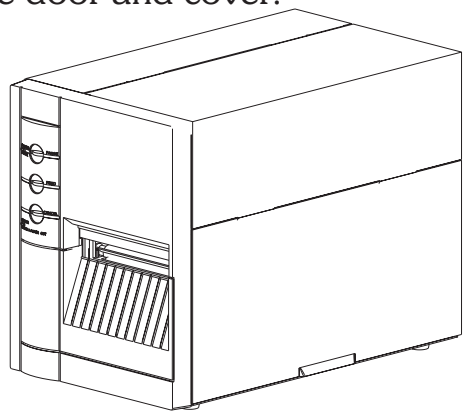
Step ⑩ Adjust the label pressure control knob to match the width of the media in use.

Set Media Width



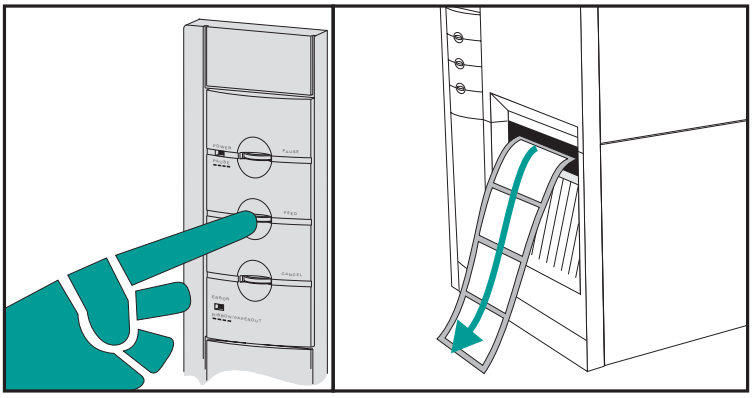
Label Width	Pressure Control Knob Settings
2"(50mm) or Less	2" (50mm)
Greater Than 2" (50mm)	4" (100mm)

Step ⑪ Close the door and cover.



Media Loading Step ⓬ Press the Feed button once (with the power applied and the power switch "ON").

Power ON Labels Loaded Press FEED



Step ⓭ Set label detection parameters for media:

- Use the AutoSense procedure (page 16) for first time use of new media to set transmissive (gap) sensor.
- Use the AutoSense procedure for detection of label and gap lengths.
- Use programming to set continuous media mode. See the **Q** command in the EPL2 programmer's manual for details.

Configure the print mode with the **O** (thermal transfer) and **OD** (direct thermal) commands. See the EPL2 programmer's manual for important details on the Option (**O**) command. The print mode will be set until changed by programming.

DO NOT turn the power switch OFF (0) while reloading media or data loss may result. The printer will automatically resume printing when a new label roll has been loaded.

Media Loading Step ⓮

This step is not normally required. Some of the exceptions are listed below. If the media has:

- An irregular or non-square shape,
- More than one label across,
- Less than full width black marks, or
- The media uses index hole or notches (typically for tag stock).

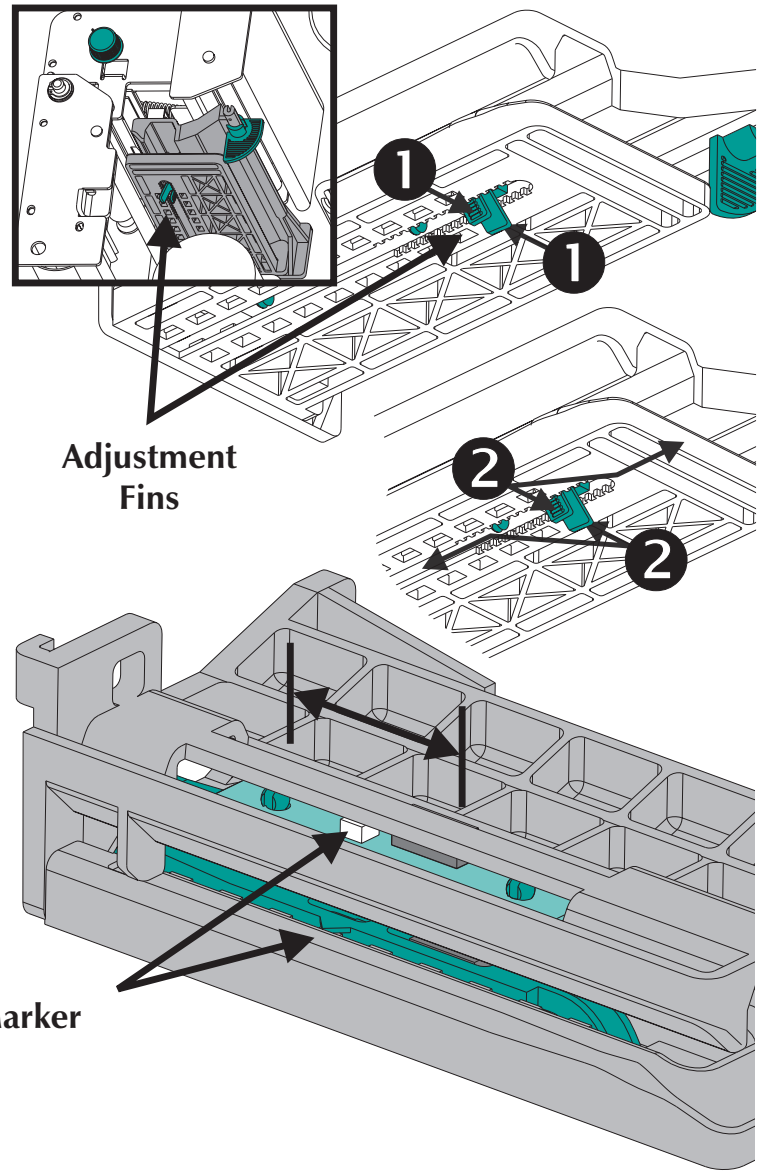
See Appendix A, page A-8, for details on media sensing, media and sensor adjustment range.

Pinch & Hold (1)

Slide while Holding the Fins, then Release (2)

Adjustment Fins

Adjust Sensor Position



Sensor & Marker

Using AutoSense AutoSense sets the sensitivity of the transmissive sensor, measures and stores the form (label) and gap lengths. For more details on media sensing see Appendix A, page A-8. To activate the AutoSense feature:

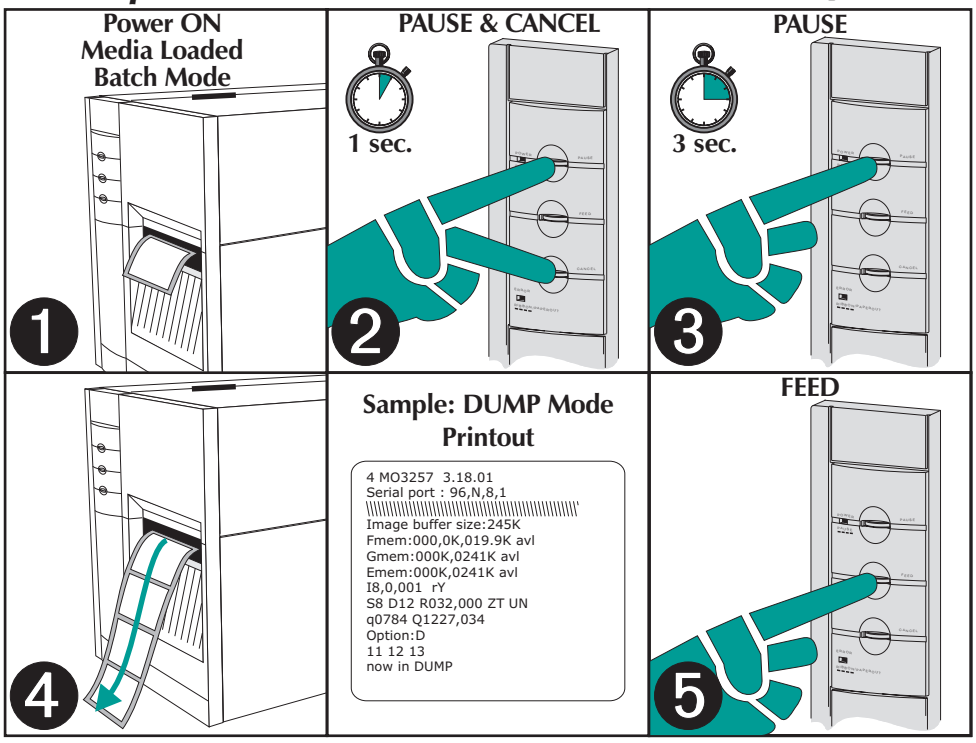
Step ❶ Load labels into the printer. Do not use the peel mode. Printer power is ON.

Step ❷ Press and hold the PAUSE and CANCEL buttons for one (1) second.

Step ❸ Release the CANCEL button only. Wait three (3) seconds. Release the PAUSE button.

Step ❹ The printer will advance 3-4 labels while performing the adjustment. When the adjustment is complete, a status summary label will be printed and the printer will be placed in Diagnostic Dump mode.

Step ❺ Press the FEED button to exit the Dump mode.



Label Dispense Mode

The printer can dispense a single peeled label and rewind the backing in the Dispense (Peel) mode. Removing the presented label will prompt the printer to print the next label.

Step ❶ Open the front and media access (side cover) doors.

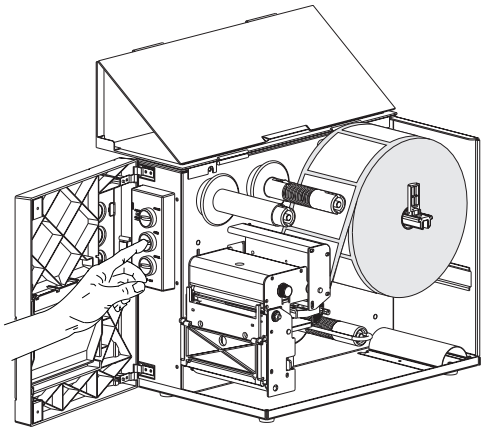
Load and set labels parameters (via AutoSense or programmed with the **Q** command) in the printer.

Step ❷ Press the FEED button until approximately 16 inches (40 cm) of media has exited the printer.

Power ON

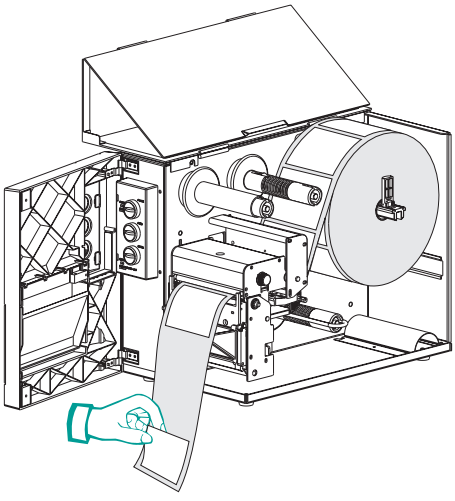
Labels Loaded

Press FEED

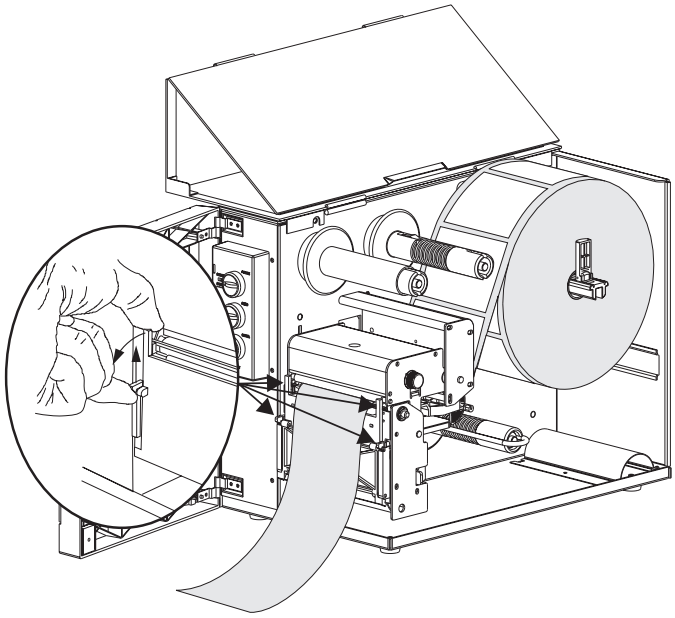


Step ❸ Remove the exposed labels from the media liner (backing).

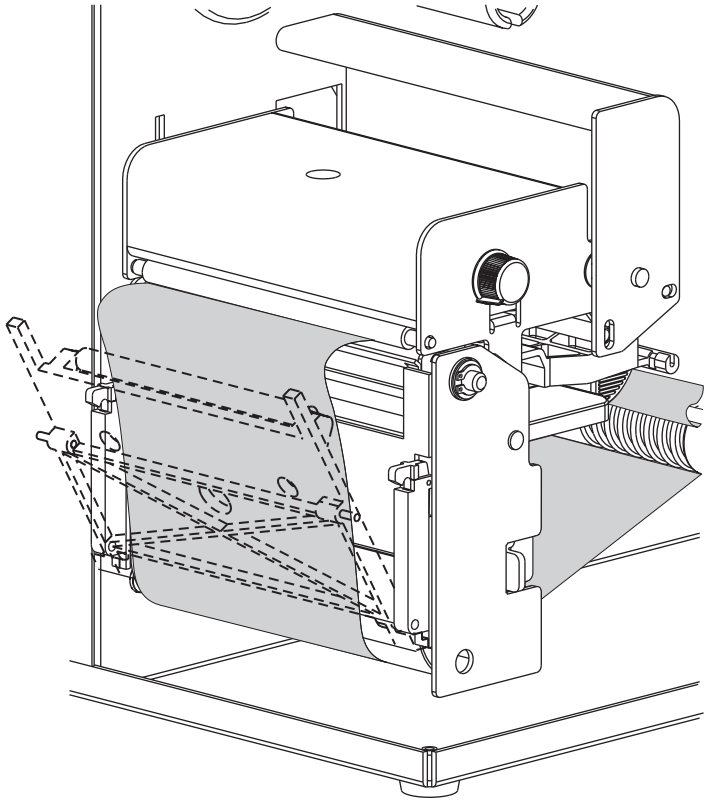
Peel Exposed Labels



Label Dispense Mode - Step ❹ Open liner peeler gate.

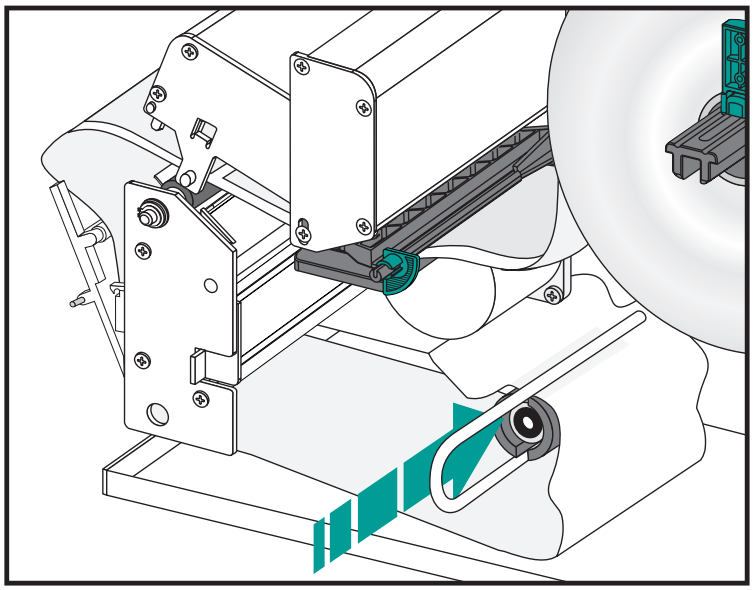


Step ❺ Thread the backing between the platen roller bracket and the liner peeler gate.



Label Dispense Mode - Step ❻ Attach the backing to the rewind tube with the clip.

Attach Liner to Rewind Tube



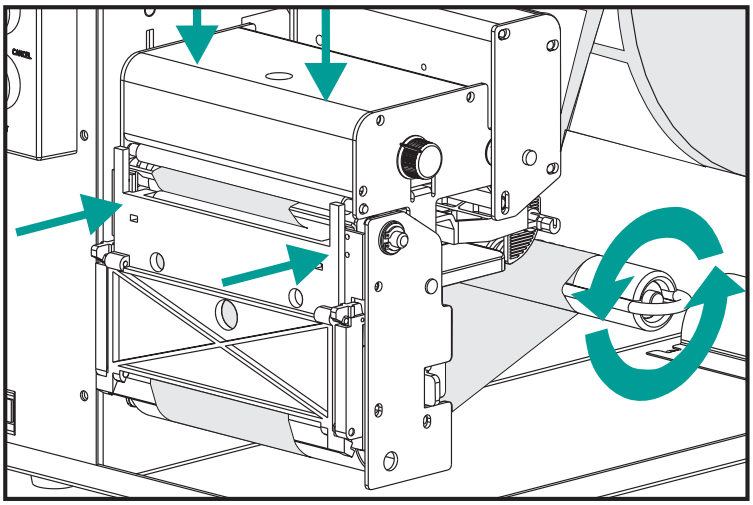
Step ❼ Turn the rewind tube counter-clockwise to remove liner slack.

Close liner peeler gate. Close the print head.

Remove Liner Slack

Close Liner Peeler Gate

Close the Print Head



Label Dispense Mode - Step ❽

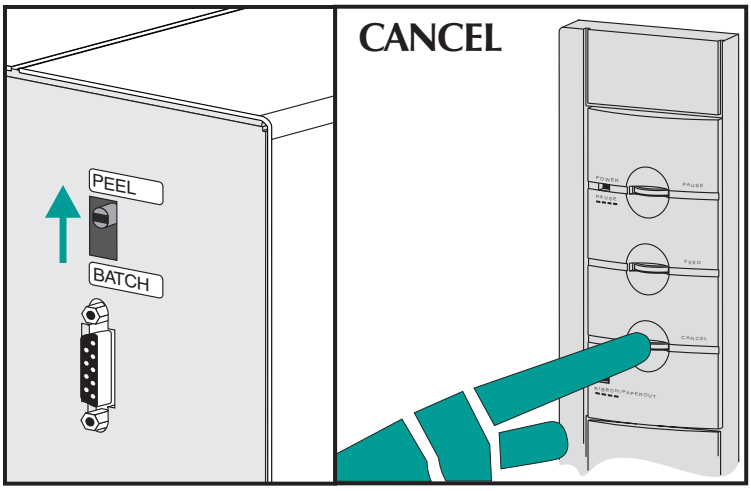
Change the printer mode switch to “Peel”.

Press the CANCEL button to initiate Label Dispense Mode to peel labels.

Switch to Peel Mode

Press CANCEL

Remove Slack (FEED)



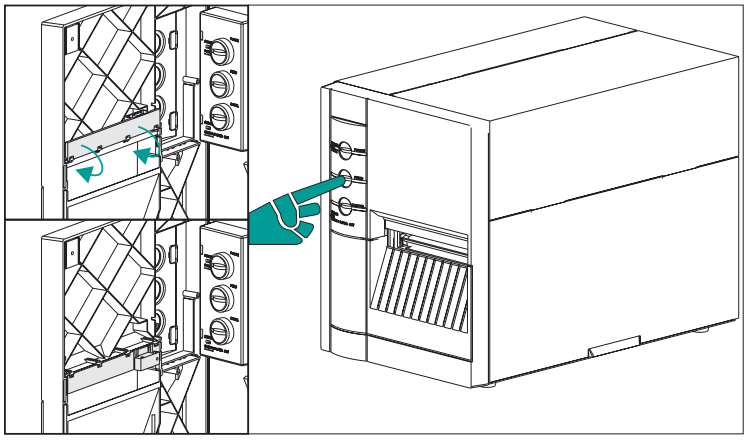
Step ❾

Set the label taken sensor to the down (active) position.

Label Taken Sensor in Down Position

Close Printer

Press FEED



Close the printer's door and cover.

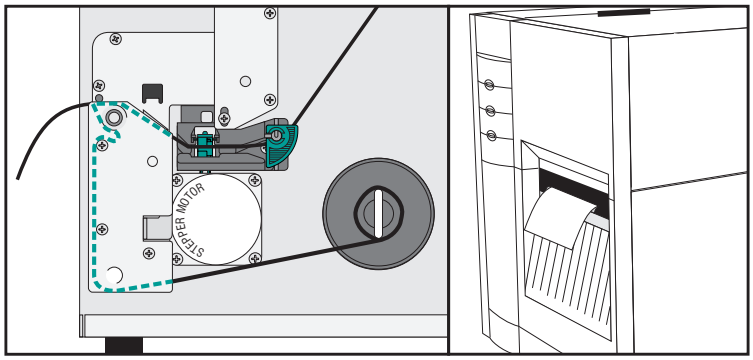
The front door must be closed for the label taken sensor and the “peel” mode to work properly.

Press the FEED button until the slack is removed from the media backing and the first label is presented (peeled).

Label Dispense Mode - Step ⑩ Remove the label. The printer is ready to print in the peel mode.

Label Presented, Remove Label (Media Path Shown)

Present Label (FEED)



Media Rewinding The rewinder allows the print and rewind of partial label rolls.

Rewinder Capacity
The quantity of media re-rolled will vary due to environmental conditions and media properties.

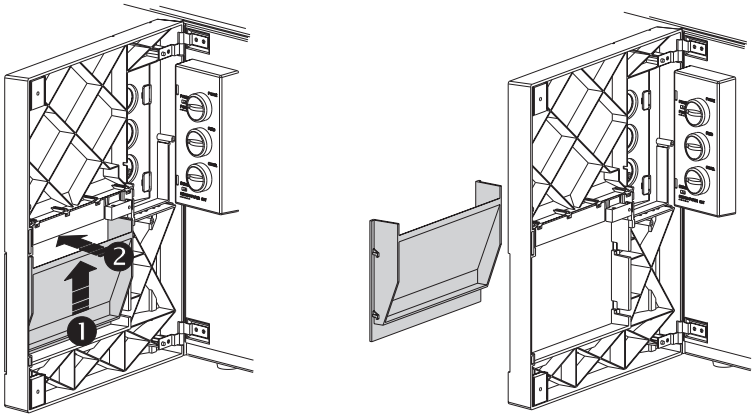
Step ❶ Open the front and side media access doors.

Load and set media parameters (via AutoSense or programming with the **Q** command) in the printer.

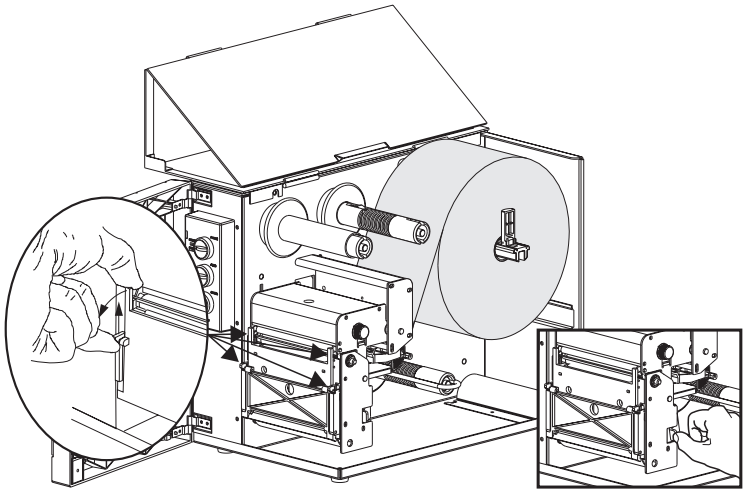
Step ❷ Remove door insert.

Lift (1)

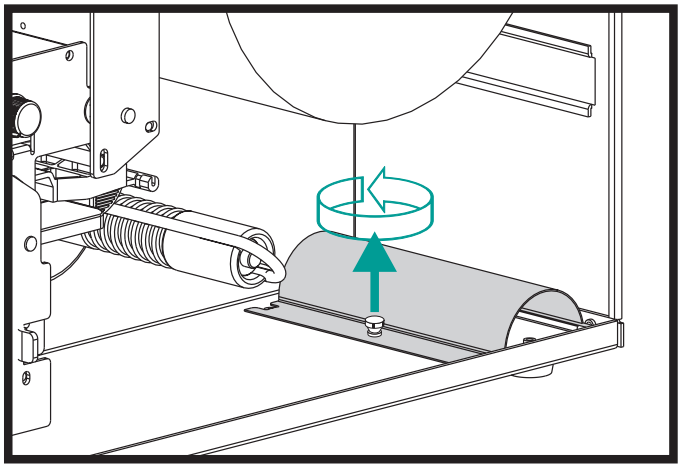
Push Out (2)



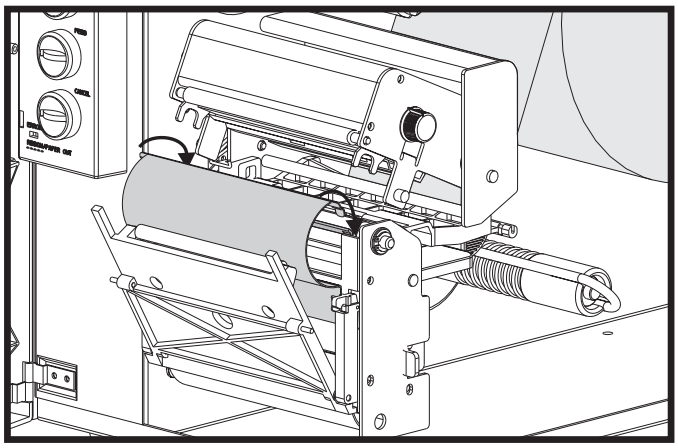
Step ❸ Open the label peeler gate and print head.



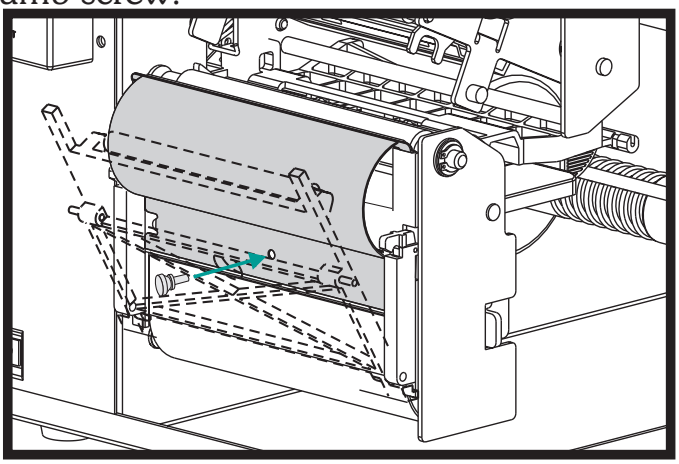
Step ❹ Get the rewind bracket and thumb screw.



Step ❺ Place the rewind bracket into the peel/tear bar assembly.

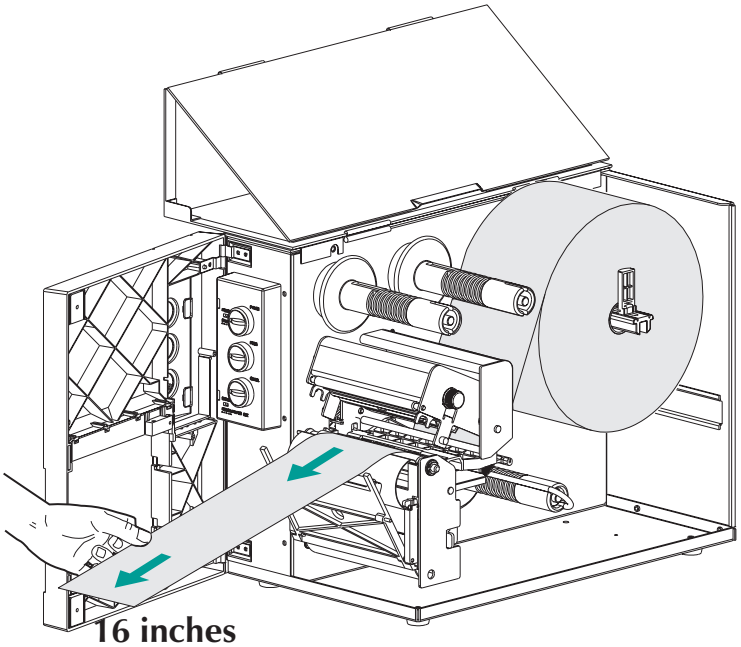


Step ❻ Attach the rewind bracket to the printer with the thumb screw.



Step ❼ Pull media out the front of the printer.

Remove exposed labels from liner, if any.

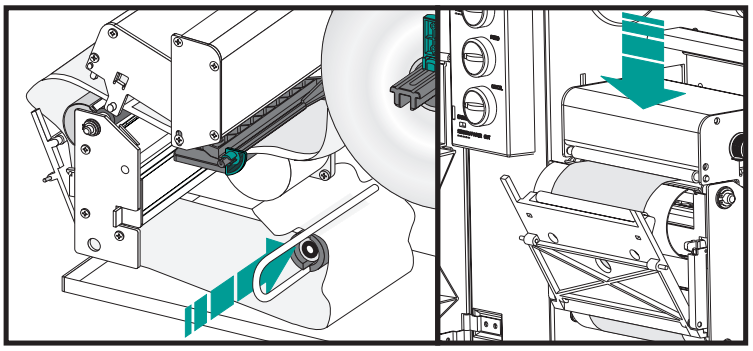


Step ❽ Attach the liner to the rewind tube with the clip. Turn the rewind tube counter-clockwise to remove liner slack.

Close the print head.

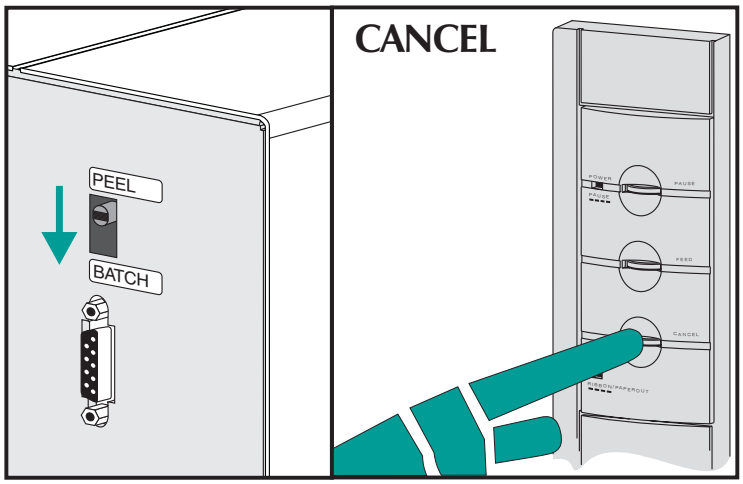
Attach Media to Rewind Tube

Close Print Head



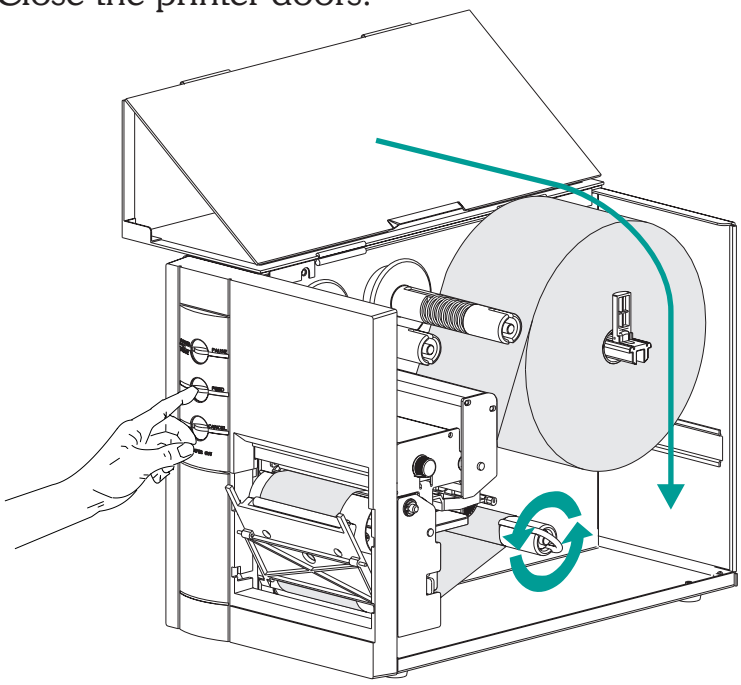
Step ❾ Change the printer mode switch to “Batch”.

Press the CANCEL button to initiate batch label processing for media rewinding.



Step ❿ Press the FEED button to remove slack and wind one revolution of media around the rewind tube.

Close the printer doors.

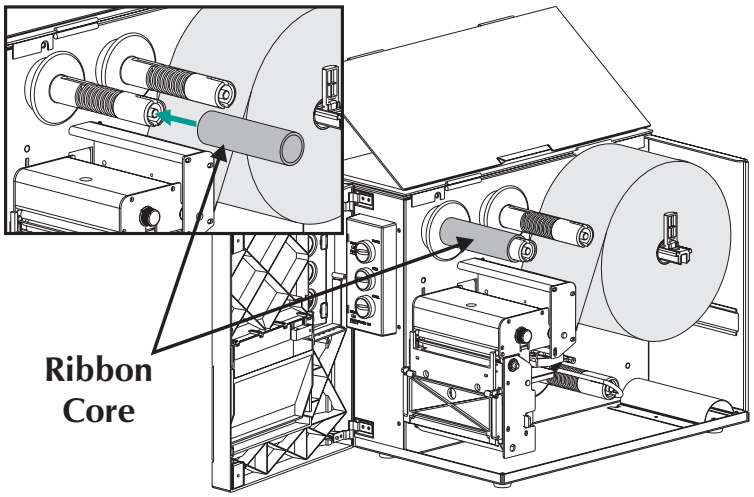


Loading Transfer Ribbon

Refer to the following instructions for installation of the ribbon.

Step ❶ Insert an empty ribbon core on the ribbon take-up tube.

Insert Ribbon Core

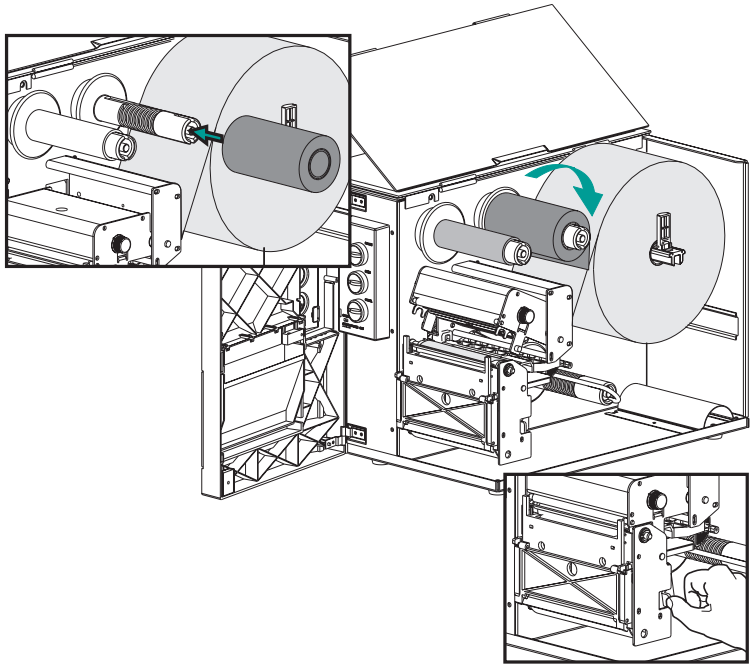


Step ❷ Insert a transfer ribbon roll on the ribbon supply tube. The transfer ribbon unwinds clockwise.

Open the print head.

Insert Ribbon Roll

Open Print Head



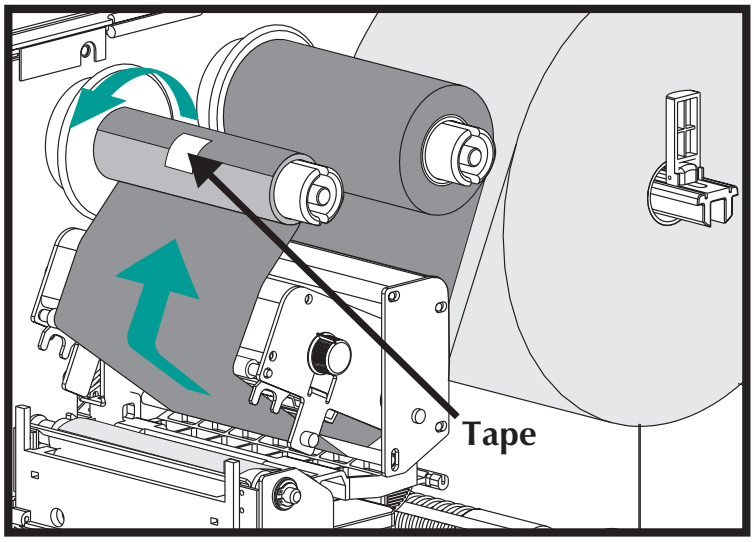
Loading Transfer Ribbon- Step ❸

Thread the transfer ribbon under the print head assembly and counter-clockwise around the ribbon core and take-up tube.

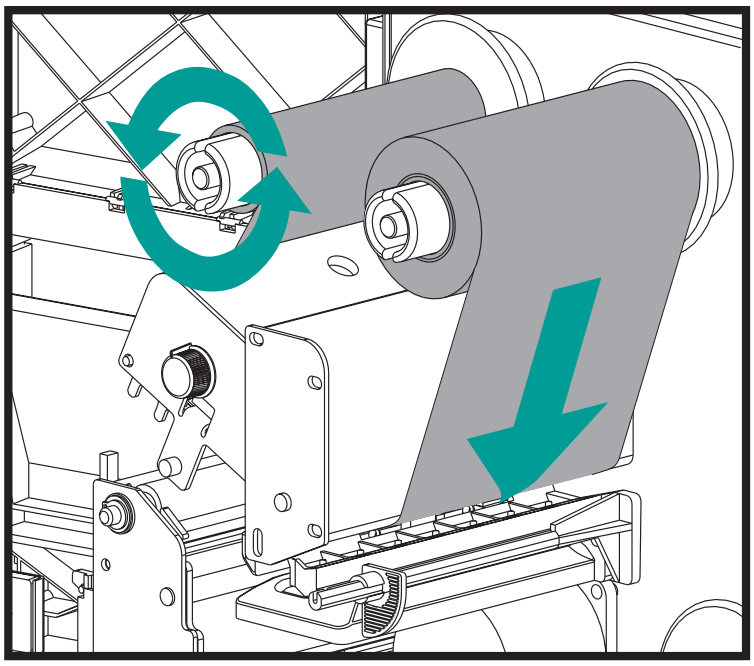
Attach the ribbon to the core with adhesive tape. Turn the ribbon take-up tube counter-clockwise a minimum of two (2) times to lock the ribbon on the core.

Thread Ribbon

Attach Ribbon to Ribbon Core



Turn Ribbon Take-Up Tube



Loading Transfer Ribbon - Step ❹ Close the print head. Close the printer.

Step ❺ Configure the printer for thermal transfer printing via the printer software driver or programming. This activates the ribbon out sensor.

Configure the print mode with the **O** (thermal transfer) and **OD** (direct thermal) commands. See the EPL2 programmer's manual for important details on the Option (**O**) command. The print mode will be set until changed by programming.

Appendix A
Troubleshooting

This section addresses the most common issues you may face with operation, maintenance and configuration of the printer.

Where to Start Your first troubleshooting reference source is the Common Problems Troubleshooting table on the following page.

Common Printing Problems Troubleshooting Guide

Problem	Solution or Reason
STATUS indicator does not light GREEN when power switch is turned to the ON (1) position.	1. Check power connections from the printer to the outlet. 2. Check that media and ribbon are loaded.
With the STATUS indicator light GREEN, the printer appears to be working, but nothing is printed.	1. Verify that the labels are the correct type. 2. Check the roll and verify that the print surface faces up for printing. 3. Check that the transfer ribbon is correctly routed and has the ink side out for thermal transfer printing, only.
Printing is faded or poor quality.	1. Clean the print head with cleaning pen. 2. Adjust print speed/darkness in software or with programming. 3. Check the roll and verify that the media print surface is facing up. 4. Verify that the correct combination thermal transfer ribbon and media are in use.
Printing stops and the STATUS indicator lights RED.	1. Possible problem sensing labels with transmissive (gap) sensor. Perform AutoSense adjustment. Align the transmissive (gap) sensor position, see page 15. 2. Possible problem with label media. a) Gap between the bottom of a label and the top of the next label should be at least 1/16" (1.6mm). b) For tags, see Gap and Index Hole Sensing Range, page A-10. c) Use only Eltron approved labels and tags. 3. Possible label jam. 4. Check that the media is correctly routed. 5. Possible software/programming problem. a) Check the printer memory configuration. b) Refer to the EPL2 Programming manual for the correct data syntax. 6. Transmissive sensor is dirty. Clean media path.

Problem	Solution or Reason
Status Indicator is RED	1. Check for Out-of-Media condition or missing labels in the middle of a roll. 2. Check for Out-of-Ribbon condition or damage or previous use of ribbon in middle of the roll. 3. Check that the ribbon and label media are correctly routed. 4. When direct thermal printing, verify that the programmed mode (or printer driver) is set for direct thermal printing. See the programmer's manual for details. 5. Transmissive (gap) sensor is dirty. Clean the media path. 6. Verify that the print head carriage is closed and latched. 7. Verify that the media sensor is correctly positioned to detect an inter label gap, index holes (notches), or black mark (stripes). See page 15 for sensor location and setting.
Printer cuts (melts) through the transfer ribbon. The ribbon is advancing normally, i.e. at the same rate as the media.	1. Verify the density (heat) setting. If this is unknown reduce setting several levels the until the transferred ink is clear and the ribbon is not damaged. 2. Verify that the correct media is in use. 3. Verify that the ink (transfer material) side is out on the transfer ribbon roll.
Label Dispense Mode: Printing does not stop between labels.	1. The Peel/Batch switch in the rear of the printer is not set to peel. 2. The door is open or the label taken sensor is not in the down (active) position. See page 20 for sensor location and setting.
Label Dispense Mode: Prints one label and stops.	1. Programming - Verify the quantity has been correctly set.
Cutter Option: Cutting labels instead of cutting between labels.	1. Programming - Verify form length setting. 2. Check that peel switch is in the "batch" position (towards outside of printer).

Other Support Resources

Your first troubleshooting reference source is the table on the previous page. Next, contact the dealer where you purchased your printer.

Zebra Technologies also provides a variety of information and user support services:

- ***Internet****:*
  Web Address: http://www.eltron.com
  ftp: //ftp.eltron.com
  e-mail:
  Label Printers: techsup@eltron.com
  Card Printers: cardsup@eltron.com
  Europe: eurosup@eltron.com
  Singapore: asiasup@eltron.com
  Latin America: latinsup@eltron.com
- ***Customer Service***: +1 (805) 579 1800
  For the name of a dealer in your area.
- ***Technical Support FAX:***
  USA: +1 (805) 579 1808
  Asia: +65 84 20 366
  Northern Europe: +44 (0) 1189 895 762
  Southern Europe: +33 (0) 240 097 070
  Latin America: +1 (847) 584 2725
  For your assistance and support with Eltron printers and software.

Serial Interface Communication Configuration

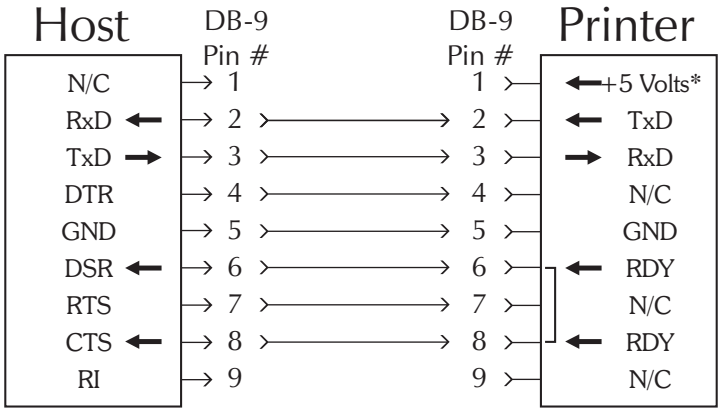
The printer's serial port is configured with the **Y** command for the printer. See the EPL2 programmer's manual for details.

The printer's serial port default configuration is:

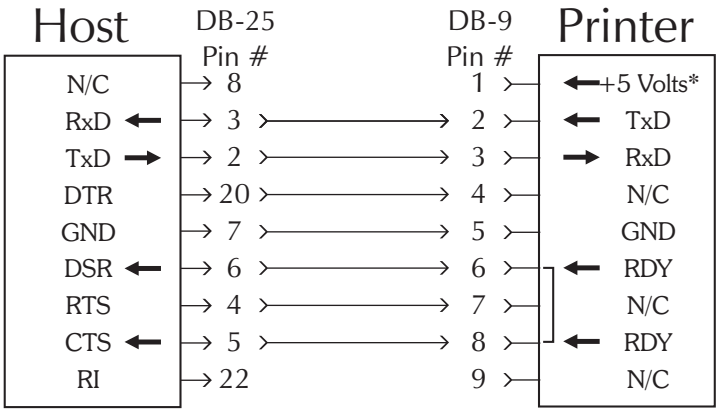
9600 baud
8 bit data
1 stop bit
No parity

Serial Interface Cable Wiring

The figure below displays the cable wiring required to use the printer's serial interface



Female DB-9 to Male DB-9

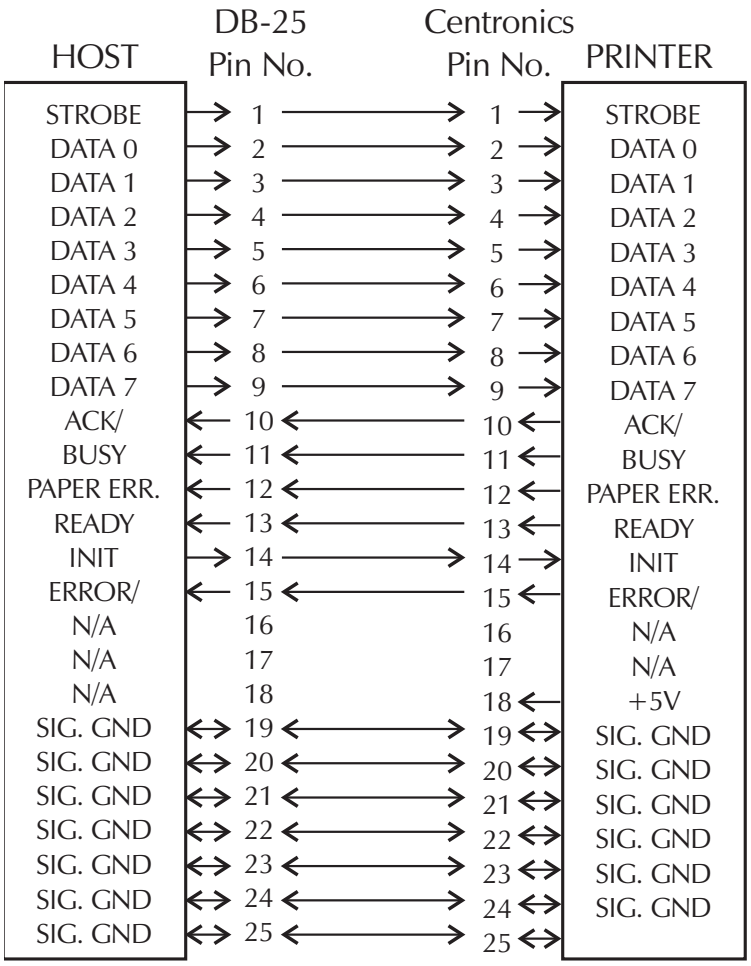


Female DB-25 to Male DB-9

*+5 volts at 150 mA for external device (e.g. KDU or scanner)

Parallel Interface Cable Wiring

The figure below displays the cable wiring required to use the printer's Centronics parallel interface.



Female DB-25 to Male Centronics (Cable)

+5 volts at 300 mA for external device (e.g. PrintServer)

Printer Configuration Settings

The printer has flash (non-volatile) memory to store printer configuration settings. The settings are stored in flash memory and are set by programing, printer drivers or the AutoSense routine. The settings are show on the Dump mode printout or a reported back to the host via the serial port.

The printer retains configuration settings, even after power has been cycled.

The following are the basic settings stored in the printer.:

Print Mode - Direct (**OD**) or Thermal Transfer
Speed (**S**)
Density (**D**) or heat applied
Form (label) length and gap in dots (**Q**)
Form (label) width in dots (**q**)
Serial Port (**Y**)
Margin (**R**)
Buffer Mode (**r**)

Options: **D**
Print Mode is Direct Thermal (**OD**)

Dump Mode Printout

(See the **U** command in the Programmer's manual for details)

```
4" UKQ1837      V3.99.12 022
Serial port:96,N,8,1
Image buffer size:0245K
Fmem:003.0K,058.3K avl
Gmem:000K,0069K avl
Emem:000K,0069K avl
I8,1,001 rY
S6 D07 R032,000 ZT UN
q0800 Q1223,043
Option:
15 20 25

now in DUMP
```

Media

The two types of print media supported by the 2746 printer are direct thermal and thermal transfer. Direct thermal media is chemically treated to produce print without a ribbon. Thermal transfer printing uses heat to transfer wax, resin or a combination of both from the transfer ribbon to the media.

The printer is set by default to direct thermal printing. Setting the printer to thermal transfer activate a ribbon out sensor.

Media Sensing

The printer is equipped with a transmissive (gap) sensor, reflective (black mark) sensor, and a reflective ribbon out sensor. These sensors are adjustable and are located in the media sensor assembly. The printer also includes a reflective (label taken) sensor in the door and a head open sensor located in the inside wall.

The transmissive (gap) sensor is set by AutoSense function and adjusts the sensitivity and detection levels for the media in use. The transmissive sensor also detects the media out condition and index hole or notches.

The reflective (black mark) sensor senses light (media) and dark (black marks) on the media backing (or liner).

The ribbon out sensor reflects light off the print head assembly. When ribbon is present (and unused), the light is stopped.

The label taken sensor receives light reflected from a peeled label waiting to be removed.

The head open sensor reflects light off the side of an open print head.

Sensor Positioning

The printer has a moveable sensor to detect inter label gaps, black lines or marks, and index holes/notches on the media. For optimal operation, the sensor should be adjusted to center on the label, black mark or index hole (or notch) of the media in use.

Typically, media does not require a media sensor position adjustment if the sensor is pulled to the outside adjustment position. The sensor position can be moved by squeezing the two locking fins, located under the media sensor and guide assembly, and sliding the sensor in or out.

Top Of Form Sensing

To accommodate different media and media dimensions, your printer is equipped with sensors capable of detecting the top of form for labels or tags. Two methods are used by the printer for top of form sensing: gap sensing and black mark sensing. The sensors are combined into a single sensor assembly in the media sensor and guide assembly.

Gap Sensing

The gap sensing feature depends on the ability of the transmissive (gap) sensor to "see through" the label liner between labels. Label and label backing opacity vary due to manufacturing differences in label stock. The sensor may have difficulty distinguishing the difference between labels and the liner and may require the user to AutoSense the media. Set the gap sensor's sensitivity with the AutoSense feature.

Black Mark Sensing

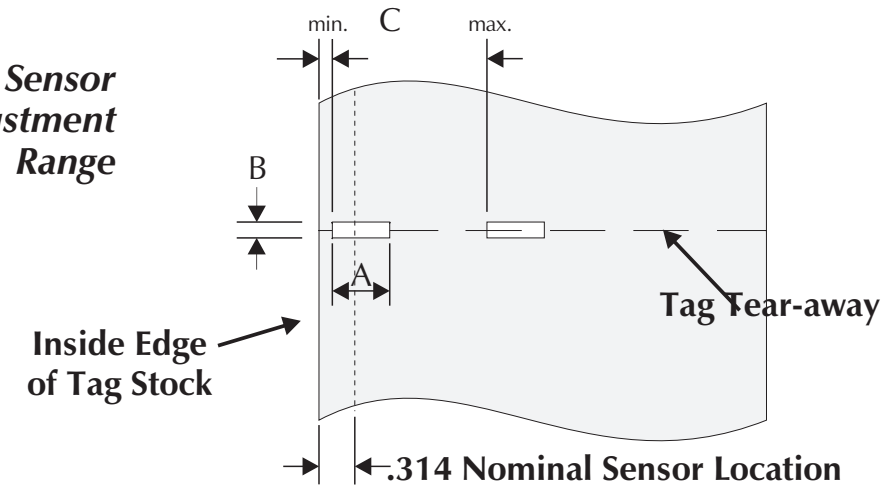
The black mark uses a reflective (black mark) sensor to detect a black line (mark) on the media backing. The black mark sensor is used with special labels that have a black mark printed on the back of the label liner or tag between each label or tag.

Gap and Index Hole Sensing Range

The sensor position is indicated by the green arrow at the front of the label guide that is visible with the print head open and media out. The sensor can be moved by squeezing the two locking tabs, located under the label guide, and sliding the sensor in or out. For proper sensing, ensure that the sensor is aligned with the center portion of the label or index hole/notch.

The following dimensions show the required position of the index hole or notch on tag stock for the printer to demonstrate sensor range.

Sensor Adjustment Range



Dimension	Min.	Max.	Nominal
A	.236"	None	.512"
B	.079"	.512"	.118"
C	.098"	1.520"	N/A

Cleaning Your Printer

The printer's media path allows for cleaning and clearing of media jams. The user can clean the print head, platen roller and areas adjacent to the media path surfaces.

Warning -Shock Hazard - See page iv.
Always turn the printer off before cleaning.

The media path surfaces (except the print head) can be cleaned with a lint free, clean, damp cloth very lightly moistened with medical grade alcohol. Alcohol may be used to help remove any adhesive or label material buildup.

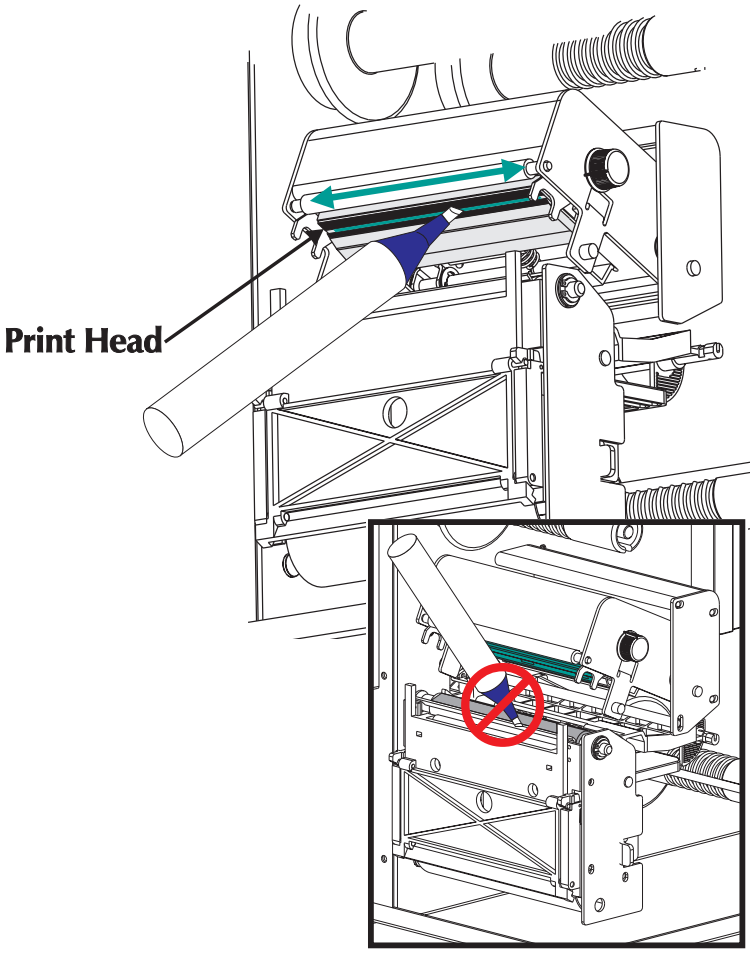
Warning - Static Discharge - See page iv.
Never touch the print head. Always clean the print head with a cleaning pen (to protect the print head from static discharge and fibers).

If a label has become jammed in the printer, remove the label and any adhesive residue, immediately. Adhesive may spread through out the printer's media path if not completely removed. Many adhesives are permanent and have short "set" times.

Cleaning the Print Head

As you use your printer, the print head may become contaminated resulting in poor print quality. Whenever new labels are loaded into the printer, the print head should be cleaned with a cleaning pen.

Step ❶ Open the printer and the print head carriage.



Step ❷ Gently rub the cleaning pen across the amber area of the print head.

Allow the print head to dry for 1 minute before loading labels.

Do Not Clean the Print Head with sharp objects! Only used approved cleaning materials.

Appendix B
Supplies and Accessories

Accessories available for the 2746 printer are listed below. Always refer to the ELTRON part number when placing an order. For the name of an Eltron brand dealer in your area, call: 1(800) 344-4003 (1 (805) 579-1800) or the nearest Zebra Technologies office (located on the back of this manual).

Description	Part Number
Parallel Interface Cable, 6' Parallel Interface Cable, 10' Serial Interface Cable, 6' (DB-9 to DB-9) Serial Interface Cable, 10' (DB-9 to DB-9) Serial Interface Cable, 6' (DB-25 to DB-9)	300016-006 300016-010 300017-006 300017-010 300018-006
KDU (Keyboard Display Unit)	120180-001
Windows Printer Driver Create-A-Label 3 for Windows	105501-003 105524-001
User's Manual (this Manual) Programmer's Manual	980295-001 980009-001

Appendix C
Using the Media Cutter

Printers with the cutter option have a detachable cutter with a motorized blade. The cutter is a self cleaning tag and label liner cutter.

Printers with cutters can dispense a single form (label) that is automatically cut from the media roll.

Guidelines

Use the cutter to cut through continuous paper from rolls and the liner between labels. Never cut the portion of media that has adhesive or adhesive backing.

You can switch cutting on and off by using the **OC** command. You can set form length and gap distances by using the **Q** command. Refer to the EPL2 programmer's manual for complete programming information.

Keep the cutter dry. Never use any solutions or solvents to clean the blade. If there is a jam, follow the steps for Clearing the Cutter.

Cutter Specifications

The cutter option is a field install able option, only. The printer covers must be opened to gain access to the main PCB to install the cutter. This installation should be performed by qualified service personnel.

Warranty	90 Days
Mean Time To Failure (MTBF)	500,000 cut cycles
Cutting Method	Rotating, double edged blade
Media	
Media Type	Paper, Thermal Paper, Paper Tags, Paper Label Liners
Max. Density	120 grams/meter^2 (approximately 0.053 inches (0.134 mm) thick)
Min. Width	1.0 inches (25.4 mm)
Max. Width	4.13 inches (105 mm)

Once installed the cutter is removable to allow printing in non cutter configurations.

Clearing the Cutter

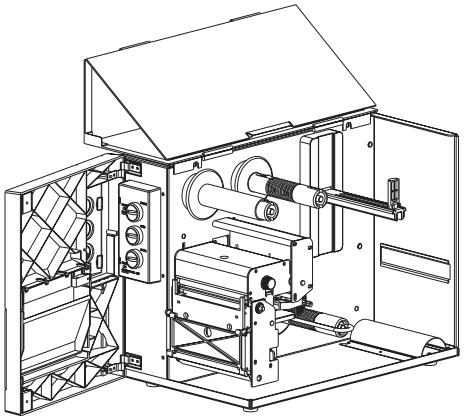
The only tool required to clear a jam is a pair of small tweezers. Never use your fingers or sharp objects to clear jams.

If you cannot remove the jammed media, call for service.

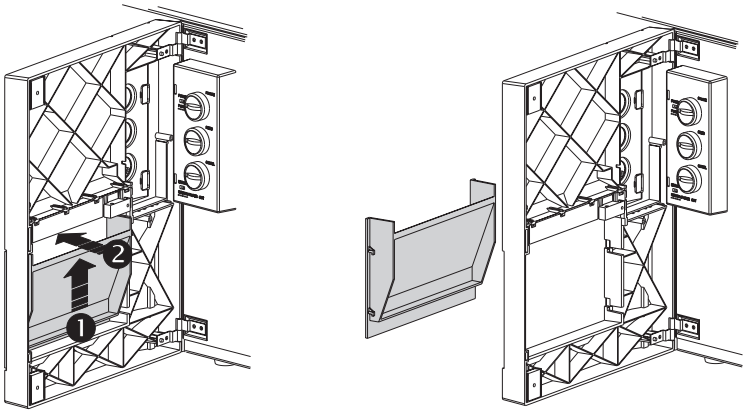
Mounting the Cutter

Use this procedure to attach and remove a previously installed cutter on the printer. The operator should reverse the procedure to remove the cutter.

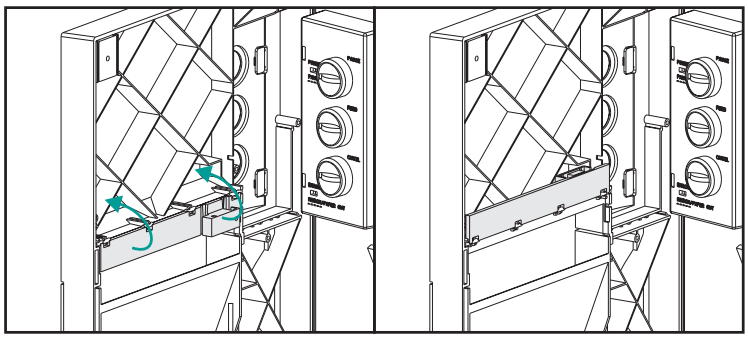
Step ❶ Open the front and side media access doors.



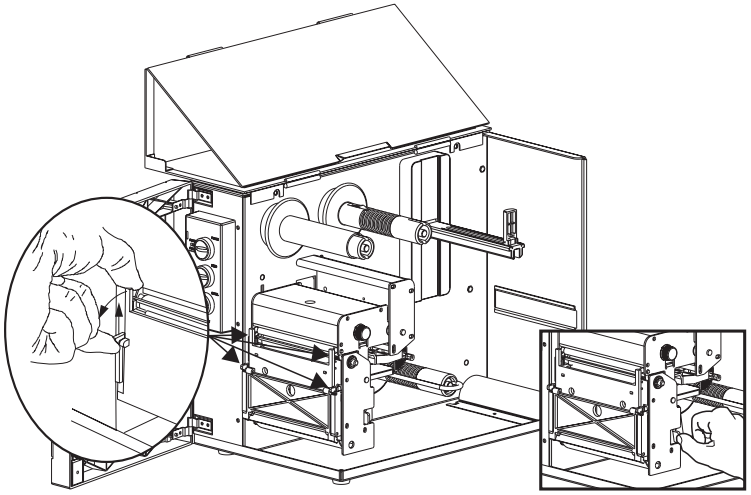
Step ❷ Remove the door insert.



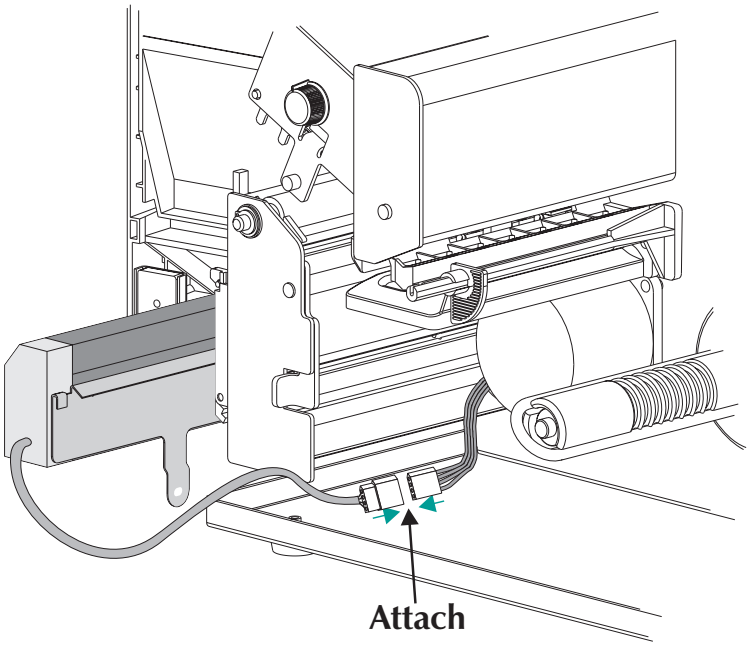
Step ❸ Place the label taken sensor in the up (inactive) position.



Step ❹ Open the label peeler gate. Optional - Open the print head.



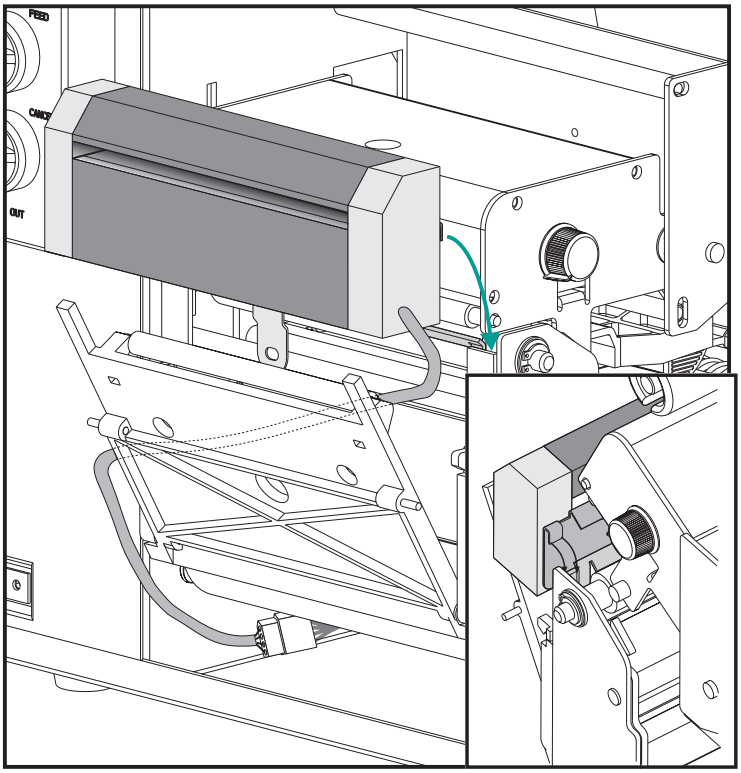
Step ❺ Attach the cutter cable to the printer's cutter plug located under the platen assembly.



Step ❻ Place the cutter onto the peel/tear bar.

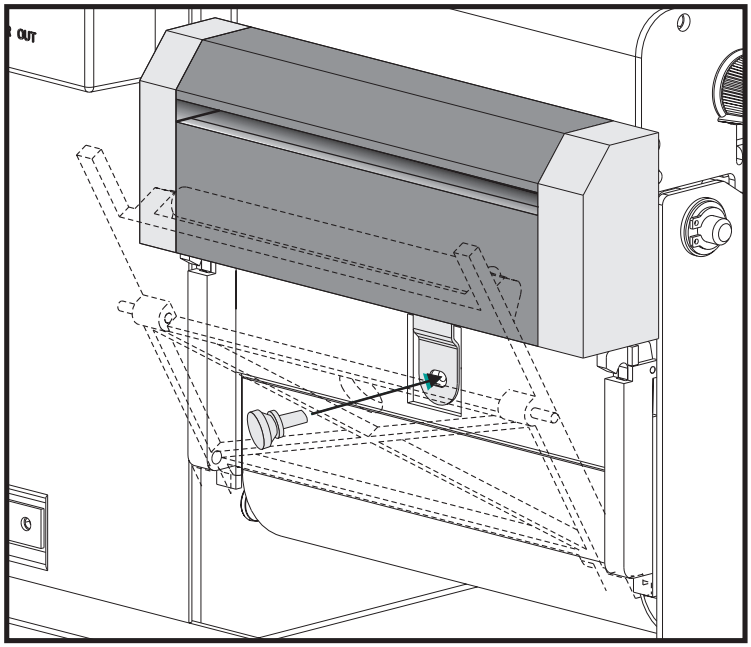
Place Cutter

Route Cable Through Peeler Gate

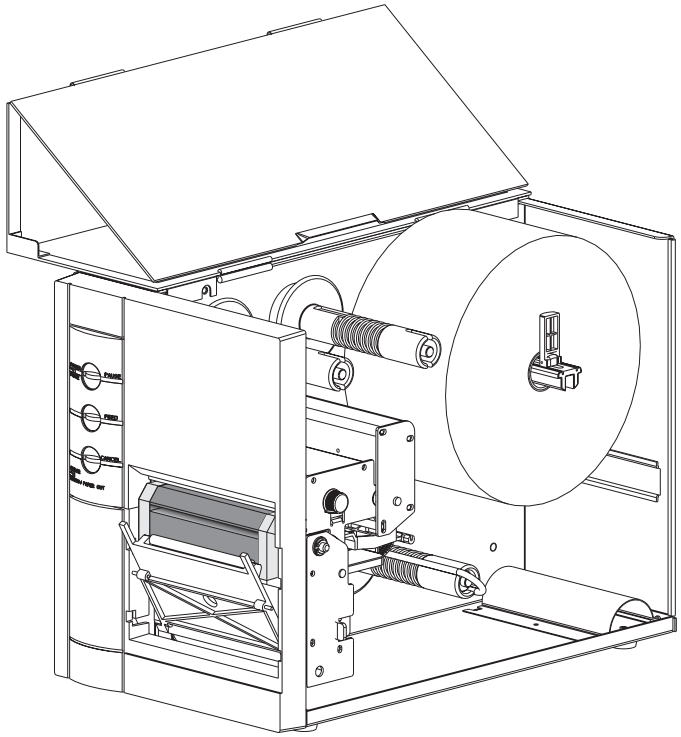


Step ❼ Lock the cutter in place with the thumbscrew.

Attach Cutter to Printer



Step ❽ Close the door.



Step ❾ Load media as required. Configure the printer for the selected media with the AutoSense routine or programming. Continuous media and black line or mark media required programming for proper configuration.

Step ❿ Configure the printer for cutting with programming. See the programmer's manual for details on setting and canceling cutter printer command settings.